



**SERVICE UPDATE  
SECOND HALF - 2003**

**COMMERCIAL LAUNDRY APPLIANCES**

**Prepared by: WHIRLPOOL CONSUMER CARE**

**PART NO. 8178139 rev a**

## **FORWARD**

The following service update information is provided to assist in the proper diagnosis and efficient repair of Whirlpool Commercial Laundry products. Servicer update information is designed for the experienced service specialist.

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# NEW PRODUCTS

## BRAILLE CONSOLE OVERLAYS

Braille console panel overlays are available for all commercial laundry product.

For more information, contact Whirlpool's Special Needs Dept. at: 269-923-4201.

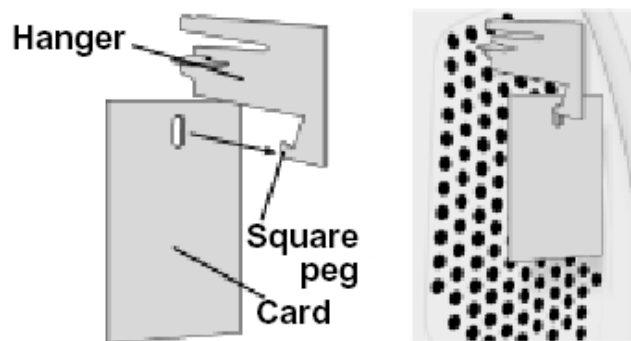
## DRYER VENT TESTER

A new tester has been developed, part #8522199, that can be used on both the 29" and 27" dryers. The vent testers are useful in visually demonstrating to a consumer a clogged or restrictive vent system, without replacing a multitude of parts, which in turn will demonstrate that the dryer is OK!

A proper vent system is very important to the dryer's performance. A clear and properly installed vent system will:

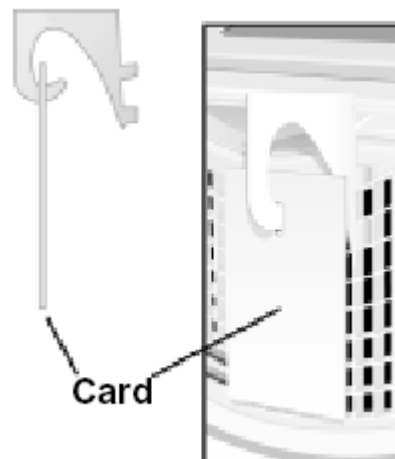
- **Extend the Life of Dryer Parts.** This will reduce the chances of needing a service call.
- **Dry Clothes Properly.** This will increase customer satisfaction with dryer operation.
- **Shorten Drying Times.** This will save time and money.
- **Extend Clothes Life.** By drying quicker/less tumbling of clothes!

### FOR 29" DRYER with TOP MOUNTED LINT SCREEN



Tester Installed on Exhaust Vent  
at Rear of Dryer Drum

### FOR 27" DRYER with LINT SCREEN INSIDE DRYER



Tester Installed on Exhaust Vent  
below Dryer Door Entryway

**A. If the card falls off the hanger at least two out of three times:**

– The vent is CLEAR.

**B. If the card remains on the hanger at least two out of three times:**

– The vent MAY be restricted.

**1.** Verify vent tester is operating properly.

**a.** Make sure hanger is fully and firmly inserted in the exhaust grill.

**b.** Make sure the card travels freely on the hanger.

**2.** Make sure the vent system is not blocked.

**a.** Check vent system for lint (especially lint filter, elbows and outside hood).

**b.** Check if the vent system is crushed or kinked.

**3.** Whirlpool Corporation requires the use of heavy metal venting. Make sure the vent system is in accordance with the Installation Instructions in your owner's manual.

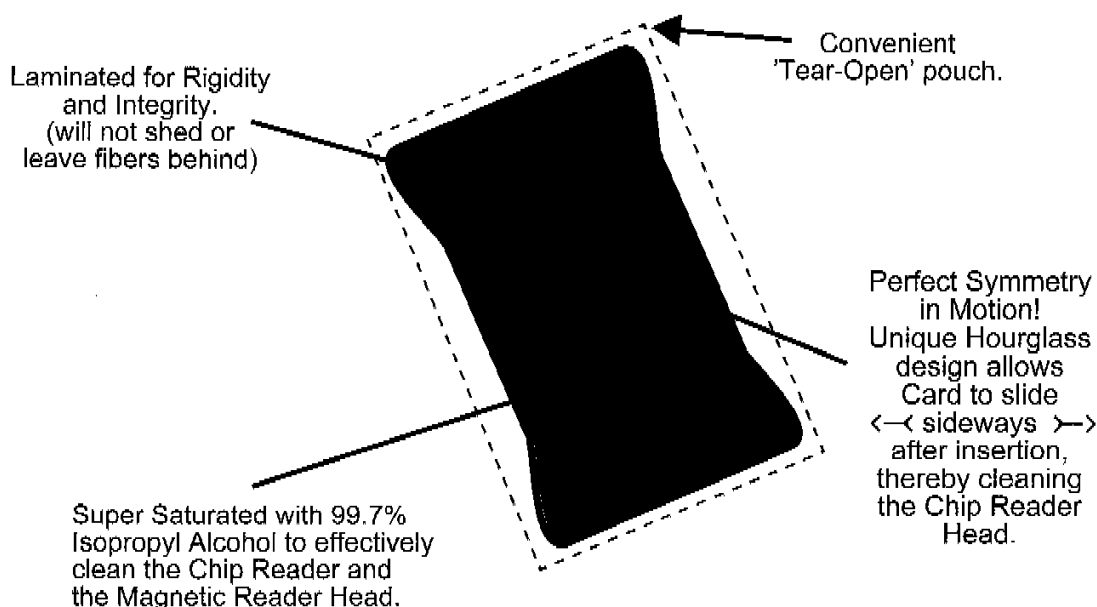
What is a...

# SMART CLEAN-R-CARD™?

...the Shape of Things to Come!

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Clean Team's newest Cleaning Card cleans  
Smart Card Readers that have BOTH a  
Chip Reader AND a Magnetic Reader Head!



Lifetime™ Brand means Lifetime Warrantee™

The New Smart Clean-R-Card cleans Magnetic Reader Heads and SmartCard Reader Heads (the Chip Card Reader). This is the first and only card on the market designed to clean the latest equipment on the market...the Smart Card Reader. Highly recommended by Major Equipment Manufacturers. Saves thousands of dollars in equipment maintenance, repair & replacement.

Do you need...  
Magnetic Stripe &  
Thermal Print Head  
Cleaning Cards  
...CALL FOR A  
FREE SAMPLE!



3655 Pacific Highway  
San Diego, CA 92101  
**800-888-8830**  
sales@cleanteam.com  
619-299-9000 FAX (619) 299-1462

# ADVANTECH™

## AUXILIARY CARD READER HOUSING ASSEMBLY

### GREENWALD PART NUMBER 2001-ADVM-DUAL FITS METERCASE MODELS

WASHERS	DRYERS
CAE2761KQ	CEE2760KQ
CAE2762KQ	CGE2761KQ

The auxiliary card reader housing kit allows connection of an auxiliary card reader in place of a standard metercase top cover. The auxiliary reader can be used in conjunction with either a coinslide or a coindrop for machine mounted dual payment with all ADVANTECH™ metercase products.



Use a coindrop card reader combo to offer customers special pricing and top offs on dry time!



Greenwald Industries: [www.greenwaldindustries.com](http://www.greenwaldindustries.com)  
1-800-221-0982

# BAR CODING ON MODEL/SERIAL TAGS

All laundry products built at Clyde and Marion divisions have a bar coded model and serial tags starting with first quarter 2003 production. The bar code is an additional product management feature. A bar code reader combined with a business management system can increase business efficiency through:

1. Reducing errors in warranty claims submission.
2. Assist in product tracking and inventory management.

## BAR CODE READERS

Currently, commercial laundry is using the following 2 bar code reading devices. The two listed devices are suggested as they currently integrate with the ADVANTECH™ product line.

**NOTE:** Other readers are available.

SPT1500/SPT1800



**symbol**

Signal SPT1800 Features:

Palm OS®, Industrial grade downward facing infrared communications, Laser bar code reader for inventory management and control. Integrated WLAN or WWAN communication.

[http://www.symbol.com/products/mobile\\_computers/mobile\\_palm\\_spt1800.html](http://www.symbol.com/products/mobile_computers/mobile_palm_spt1800.html)

For ordering or more information call:

888-ASK-PEAK (888-275-7325) or  
[info@PEAKtech.com](mailto:info@PEAKtech.com)

**NOTE:** Items subject to availability.  
Prices subject to change without notice.

2. Grabba offers a piggyback bar code reader for the most current Palm platforms.



**GRABBA**

## Grabba U1 Barcode Reader

For Palm Handheld Computers  
with Palm OS-4 only.

m125/m130/m500/m505/m515/i705

The Grabba U1 attaches to the Palm by plugging into the HotSync port and is held in place by a secure mechanical attachment.

## Grabba UV Barcode Reader

For all older series Palm Handheld Computers. This reader connects to the infrared port via a cable.

Standard software including that which allows the Grabba to be used for inventory applications may be downloaded from the Gripon web site at no charge.

[www.gripon.com](http://www.gripon.com)

**Base price for Grabba U1 - \$392.00**  
**Quantity Purchase Discounts Available.**

For ordering or more information contact:

Lawrence Pane and Associates  
536 E. Birmingham Road,  
Burbank, CA 91504

[www.gripon.com](http://www.gripon.com)  
[www.lawrencepane.com](http://www.lawrencepane.com)

Phone: 818 729-1954

Fax: 818 729-1954

Email: [sales@gripon.com](mailto:sales@gripon.com)  
[laurie@lawrencepane.com](mailto:laurie@lawrencepane.com)

**Starting 7/1/03 A WARRANTY ENHANCEMENT ON  
THE FACTORY COIN EQUIPPED MODELS  
CAM2752KQ WASHER,  
CEM2750KQ ELECTRIC DRYER, CGM2751KQ GAS DRYER  
NOW INCLUDE A 1-YEAR LABOR WITH  
3-YEAR PARTS WARRANTY**

Model transition list for commercial laundry. All washers now offer the 2-speed advantage

**Commercial Washers**

OLD MODEL	OLD MODEL DESCRIPTION	NEW MODEL	NEW MODEL DESCRIPTION
<b>CAM2752JQ</b>	MECHANICAL METERCASE 2-SPEED WASHER COINSLIDE EQUIPPED \$1 vend. <b>2-3-7-yr parts warranty</b>	<b>CAM2752KQ</b>	MECHANICAL METERCASE 2-SPEED WASHER COINSLIDE EQUIPPED \$1 vend. <b>1-yr labor (begins 7/1/03) 3-7-10-yr parts wrnty</b>
<b>CAM2761KQ</b>	MECHANICAL METERCASE 1-SPEED WASHER/Money acceptors not included. Designed for a coinslide. Can accept card and drop retrofit kits. <b>3-7-10-yr parts warranty.</b>	<b>CAM2762KQ</b>	MECHANICAL METERCASE 1-speed model eliminated. Up-featured to a 2-SPEED WASHER, regular and gentle cycle. High speed-spin on all cycles! Money acceptors not included. <b>3-7-10-year parts warranty</b>
<b>CAP2761KQ</b>	ELECTRONIC EMS1000/1 SPEED WASHER Money acceptors not included. Designed for coinslide, can accept card and drop retrofit kits. <b>3-7-10-yr parts warranty</b>	<b>CAP2762KQ</b>	ELECTRONIC EMS1000/1-speed model eliminated. Up-featured to a 2-SPEED WASHER, regular and gentle cycle. High speed-spin on all cycles! Graphics are the same. <b>3-7-10-year parts warranty</b>
<b>CAE2792EW</b>	ELECTRONIC EMS2000/FULL CONSOLE CARD ONLY/2-SPEED WASHER Factory card equipped. <b>2-3-7-yr parts warranty</b>	<b>CAE2792KQ</b>	ELECTRONIC ADVANTECH™ FULL CONSOLE CARD READER ONLY/2 SPEED WASHER Card reader not included. <b>4-7-10-yr parts warranty</b>
<b>CAE2761KQ</b>	ELECTRONIC ADVANTECH™/METERCASE 1-SPEED WASHER. Money acceptors not included. Can accept card reader, drop slide or DUAL PAYMENT! <b>4-7-10-yr parts warranty</b>	<b>CAE2762KQ</b>	ELECTRONIC ADVANTECH™/METERCASE 1-speed model eliminated. Up-featured to 2-SPEED WASHER, regular and gentle on all cycles! Graphics are the same. Can accept card reader, drop slide or DUAL PAYMENT! <b>4-7-10-yr parts warranty</b>
<b>CAE2791KQ</b>	ELECTRONIC ADVANTECH™ FULL CONSOLE CARD READER ONLY/1 SPEED WASHER Card reader not included <b>4-7-10-yr parts warranty</b>	<b>CAE2792KQ</b>	ELECTRONIC ADVANTECH™ FULL CONSOLE 1- speed model eliminated. Up-featured to 2-SPEED WASHER, regular and gentle cycle. High speed-spin on all cycles! Graphics are the same. CARD READER ONLY. Card reader not included <b>4-7-10-yr parts warranty</b>
		<b>RAK2751KQ</b>	MECHANICAL METERCASE 1-speed washer, Coinslide Equipped, \$1vend <b>90-day labor &amp; 2-yr parts warranty</b>

**On Premise Commercial Washers**

<b>GCAM2792L</b>	ON PREMISE FULL CONSOLE 2-SPEED WASHER Wrap cabinet, painted finish <b>1-yr labor &amp; 3-yr parts warranty</b>	<b>GCAM2792M</b>	Changes required to meet DOE 2004 Energy Standard; 3.0 to 3.2 cu. ft. basket. Single-piece agitator replaced by dual action, added bleach dispenser, fabric softener dispenser, basket finish changed from speckle porcelain to white, domestic inlet hoses. <b>1-yr labor &amp; 3-7-10-yr parts warranty</b>



## High Efficiency Commercial Washers

		<b>CAW2762KQ</b>	27" MECHANICAL METERCASE MODEL High Efficiency top-loader, 3-cycle, 2-speed, 3-temperature, 2-water levels, dual-action agitator, 3-cu ft. capacity. Hidden lid switch. Extra heavy coat finish front panel. Color coded fill hoses with brass couplings. Coinslide ready, Can be converted to card reader with aftermarket kit. <b>3-4-7-10-yr parts warranty</b>
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## Commercial Dryers

OLD MODEL	OLD MODEL DESCRIPTION	NEW MODEL	NEW MODEL DESCRIPTION
<b>CEM2750JQ</b> (Electric)	MECHANICAL METERCASE ELECTRIC DRYER COINSLIDE EQUIPPED \$1 VEND <b>2-7-yr parts warranty</b>	<b>CEM2750KQ</b> (Electric)	MECHANICAL METERCASE ELECTRIC DRYER COINSLIDE EQUIPPED \$1 VEND <b>1-yr labor (begins 7/1/03) 3-7-yr parts warranty</b>
<b>CGM2751JQ</b> (Gas)	MECHANICAL METERCASE GAS DRYER COINSLIDE EQUIPPED <b>2-7-yr parts warranty.</b>	<b>CGM2751KQ</b> (Gas)	MECHANICAL METERCASE GAS DRYER COINSLIDE EQUIPPED <b>1-yr labor (begins 7/1/03) 3-7-yr parts warranty</b>
<b>CEM2760JQ</b> (Electric)	MECHANICAL METERCASE ELECTRIC DRYER Money acceptors not included. Designed for coinslide, can accept card and drop retrofit kits. <b>2-7-yr parts warranty</b>	<b>CEM2760KQ</b> (Electric)	MECHANICAL METERCASE ELECTRIC DRYER Money acceptors not included. Designed for coinslide, can accept card and drop retrofit kits are the same. <b>3-7-yr parts warranty</b>
<b>CGM2761JQ</b> (Gas)	MECHANICAL METERCASE GAS DRYER Money acceptors not included. Designed for coinslide, can accept card and drop retrofit kits. <b>2-7-yr parts warranty</b>	<b>CGM2761KQ</b> (Gas)	MECHANICAL METERCASE GAS DRYER Money acceptors not included. Designed for coinslide, can accept card and drop retrofit kits. <b>3-7-yr parts warranty</b>
<b>CEP2960JQ</b> (Electric)	ELECTRONIC EMS1000 29" ELECTRIC DRYER COIN READY/Money acceptors not included <b>2-3-7-year parts warranty</b>	<b>CEP2760KQ</b> (Electric)	ELECTRONIC EMS1000 27" ELECTRIC DRYER COIN READY/Money acceptors not included <b>3-7-yr parts warranty</b>
<b>CGP2961JQ</b> (Gas)	ELECTRONIC EMS1000 29" GAS DRYER COIN READY/Money acceptors not included <b>2-3-7-yr parts warranty</b>	<b>CGP2761KQ</b> (Gas)	ELECTRONIC EMS1000 27" GAS DRYER COIN READY/Money acceptors not included <b>3-7-yr parts warranty</b>
<b>CEE2990EW</b> (Electric)	ELECTRONIC EMS2000/FULL CONSOLE 29" ELECTRIC DRYER CARD ONLY/Factory card equipped. <b>2-3-7-yr parts warranty</b>	<b>CEE2790KQ</b> (Electric)	ELECTRONIC ADVANTECH™ FULL CONSOLE 27" ELECTRIC DRYER 7.4 cu. ft. drum CARD ONLY!! Card reader not included. <b>4-7-yr parts warranty</b>
<b>CGE2991EW</b> (Gas)	ELECTRONIC EMS2000/FULL CONSOLE 29" GAS DRYER CARD ONLY/Factory card equipped. <b>2-3-7-yr parts warranty</b>	<b>CGE2791KQ</b> (Gas)	ELECTRONIC ADVANTECH™ FULL CONSOLE 27" GAS DRYER 7.4 cu. ft. drum CARD ONLY!! Card reader not included. <b>4-7-yr parts warranty</b>
		<b>CEE2760KQ</b> (Electric)  <b>CGE2761KQ</b> (Gas)	ELECTRONIC ADVANTECH™ METERCASE MODEL 27" DRYER 7.4 cu. ft. drum Money acceptors not included. <b>4-7-yr parts warranty</b>
		<b>REK2950KQ</b> (Electric)  <b>RGK2951KQ</b> (Gas)	ROPER MECHANICAL METERCASE MODEL 29" DRYER COINSLIDE EQUIPPED/\$1.00 vend <b>90-day labor &amp; 2-yr parts warranty</b>

## Stacked Commercial Dryers

OLD MODEL	OLD MODEL DESCRIPTION	NEW MODEL	NEW MODEL DESCRIPTION
<b>CSP2740KQ</b>	MECHANICAL STACK DRYER WITH SOLID DOORS 7.4 cu. ft. drum, money actuators not included. Designed for coin slide, can accept card and drop retrofit kits. <b>3-7-yr parts warranty</b>	<b>CSP2760KQ</b>	MECHANICAL STACK DRYER WITH GLASS DOORS Solid doors may be ordered as an accessory kit, at time of product order, Whirlpool part #4396720. 7.4 cu. ft. drum, designed for coin slide money acceptors not included, can accept card or drop retrofit kit <b>3-7-yr parts warranty</b>
<b>CSP2741KQ</b>		<b>CSP2761KQ</b>	
<b>CSP2760JQ</b>	MECHANICAL STACK DRYER WITH GLASS DOORS 7.4 cu. ft. drum, money acceptors not included. Designed for coin slide, can accept card and drop retrofit kits. <b>2-7-yr parts warranty</b>	<b>CSP2760KQ</b>	
<b>CSP2761JQ</b>		<b>CSP2761KQ</b>	
<b>CSP2770HW</b>	ELECTRONIC EMS2000 CARD STACK DRYER Single board. 7.0 cu. ft. drum, factory card reader equipped. <b>2-7-yr parts warranty</b> (Cannot be converted to coin without substantial modification not supported by Whirlpool. Set-O-Matic coin drop may fit. Consult Set-O-Matic.)	<b>CSP2770KQ</b>	ELECTRONIC ADVANTECH™ STACK DRYER Dual boards, 7.4 cu. ft. drum, money acceptors not included, can accept card reader, drops or slide. (Top and bottom dryers need not have the same type of money acceptor!) <b>4-7-yr parts warranty</b>
<b>CSP2771HW</b>		<b>CSP2771KQ</b>	

## On Premise Commercial Dryers

<b>GCEM2990L</b>	ON PREMISE FULL CONSOLE ELECTRIC DRYER <b>1-yr labor &amp; 3-yr parts warranty</b>	<b>GCEM2990M</b>	ON PREMISE FULL CONSOLE ELECTRIC DRYER Model stay the same; ending changes to M-series <b>1-yr labor &amp; 3-yr parts warranty</b>
<b>GCGM2991L</b>	ON PREMISE FULL CONSOLE GAS DRYER <b>1-yr labor &amp; 3-yr parts warranty</b>	<b>GCGM2991M</b>	ON PREMISE FULL CONSOLE GAS DRYER Model stay the same; ending changes to M-series <b>1-yr labor &amp; 3-yr parts warranty</b>

## NEW MILITARY LEASES: 2<sup>nd</sup> and 3<sup>rd</sup> YEAR PARTS COVERAGE

### Subject: Military Lease Warranty Fulfillment on Laundry Products, Revised!

There has been a change in warranty policy on Whirlpool's domestic laundry products used in Government lease programs. They will now have a 1-year labor and 3-year parts warranty.

- All Whirlpool domestic laundry products come with a 1-year part and 1-year labor warranty.
- To obtain parts during the 2nd and 3rd year coverage for parts, the **Special Authorization box** must be checked, and a code must be placed in the **Special Authorization Area** of the NARDA form.
- This code will also be used for first year labor and third year parts coverage on the model: CSP2760HW.
- This procedure applies only when sold through Military Lease programs.

### **SPECIAL AUTHORIZATION CODE: S40038**

See Example A, field 1 / Example B, field 21 / Example C, field 7 (Pages 66 - 70)

#### **MODEL NUMBERS**

#### **S40038 COVERS**

CSP2760HW

1<sup>st</sup> year labor/3<sup>rd</sup> year parts (2-year parts already covered)

CSP2760K

1<sup>st</sup> year labor (3-year parts already covered)

**All of the following models: Authorization Code S40038 Covers - 2nd and 3rd year parts.**

GSW9545

LEQ8857    LER4634

LSR6232    LXR7244

GWH9200    GWH9100

GEW9200    GGW9200

LTE6234D    LTG6234D

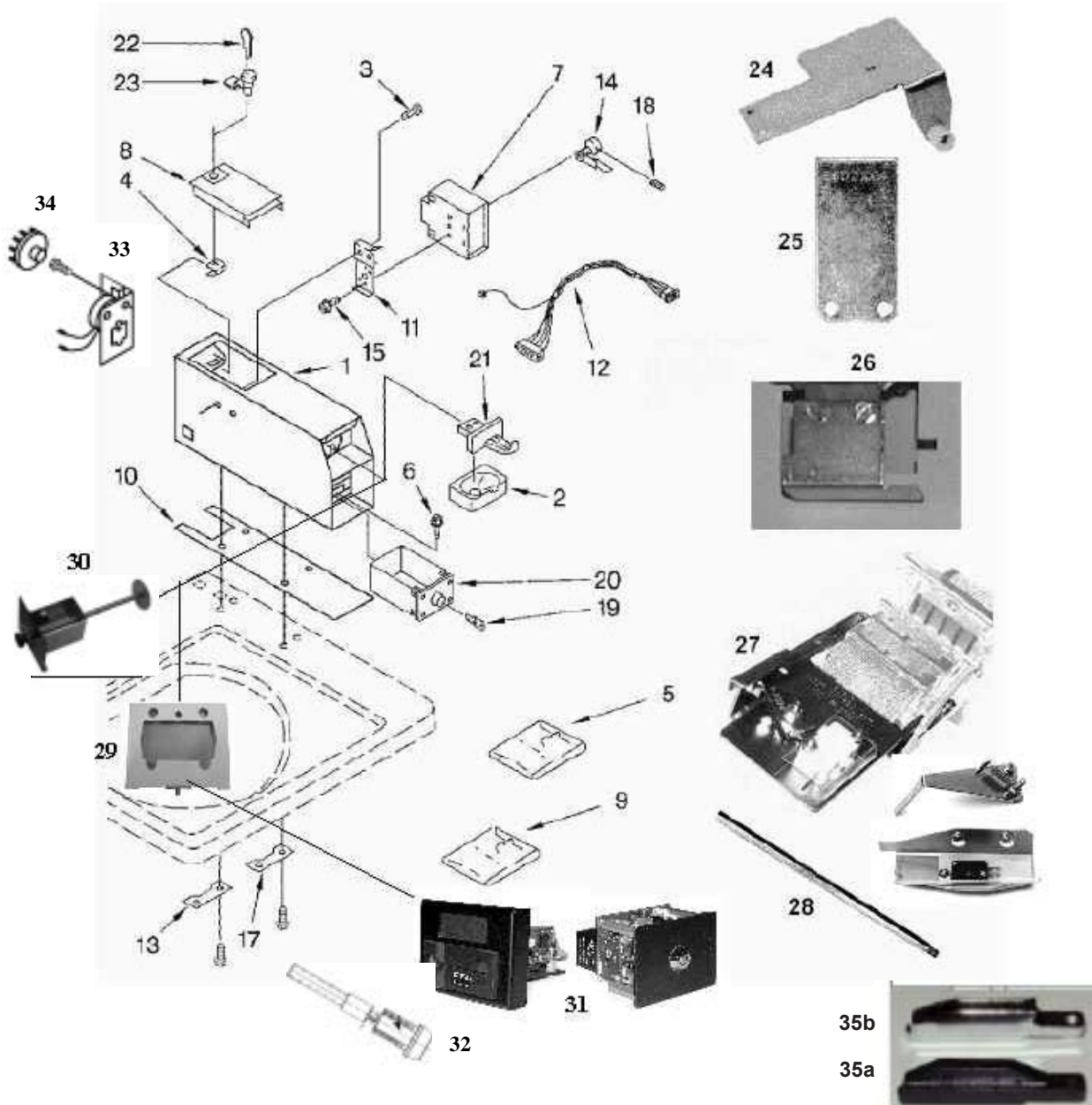
LTE5243D    LTG5243D

Special Procedure **DOES NOT APPLY** to on premise models (GCAM/GCEM/GCGM) as these and other noncurrent models that begin with "GC" that already have 1-year labor and 3-year parts warranty.

**CAUTION!** Audits will be performed to insure proper application of this procedure.

# METERCASE AND COIN BOX PARTS MANUFACTURER INFORMATION

WHIRLPOOL	ESD	GREENWALD	MONARCH COIN AND SECURITY INC.	SET-O-MATIC
1800 Benson Rd. 6012 Benton Harbor, MI 49022 richard_f_trama@whirlpool.com 1 (800) NO BELTS	270 New Jersey Drive Fort Washington, PA 19034 info@esdcoin.com 1 (800) 523-1510	212 Middlesex Ave. Chester, CT 06412-1254 sales@greenwaldindustries.com 1 (800) 221-0982	P. O. Box 427 Covington, KY 41012 sales@monarchcoin.com 1 (800) 462-9460	291 Adams Boulevard Farmingdale, NY 11735 www.setomatic.com/form.htm 1 (631) 752-8008



**SEE CROSS REFERENCE PARTS LIST ON NEXT PAGE**

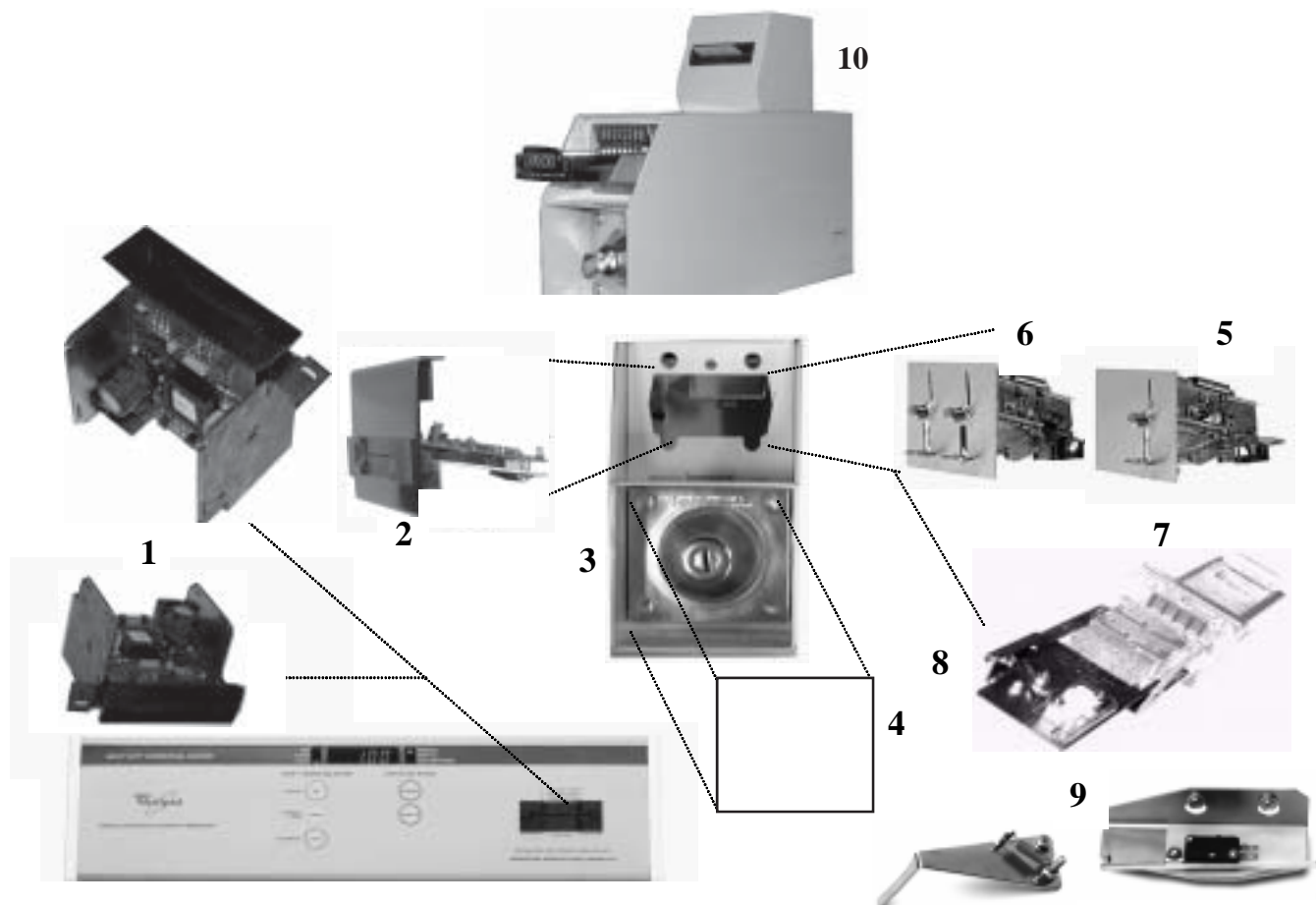
# METERCASE AND COIN BOX PARTS CROSS REFERENCE

KEY	PART NAME	WHIRLPOOL PART NUMBER	ESD PART NUMBER	GREENWALD PART NUMBER	MONARCH PART NUMBER	COMMENTS
1	Meter Case	3406994	N/A	68-1245	N/A	All 27" J-line product will retrofit for old meter case on washers only.
1	Meter Case	3951145	N/A	68-1240	N/A	Washer only prior to J-line.
1	Meter Case	3402835	N/A	68-1240	N/A	Meter case for 29" dryer prior to J-line.
1	Meter Case	3978748	N/A	68-1245	N/A	29" dryer meter case for J-line.
2	Funnel, Coin	385421	N/A	N/A	N/A	Must be removed to install coin drop
3	Screw, 10-32 x 3/16	339805	N/A	N/A	N/A	—
4	Nut, Cage	90406	N/A	N/A	N/A	—
5	Meter Case Conversion Kit	8316238	N/A	N/A	N/A	Contains adapter plate (29), coin funnel (2) and screws
6	Bolt, 5/16-18 2.5	3353994	N/A	N/A	N/A	—
6	Bolt, 5/16-24 1	3349065	N/A	N/A	N/A	—
7	Timer	Model Specific	N/A	N/A	N/A	GO TO PART LOOK UP
8	Door, Service	3351138	N/A	N/A	N/A	—
9	Vertical 8 Coin Kit (washer and dryer)	3954807	72093	1787 Washer 1788 Dryer		Contains V8 coinslide, washer and dryer coinslide extensions & mounting bolt extension screws, decal sheet, money box & key, and service door lock and key, installation instructions
10	Cushion, Case	3348850	N/A	N/A	N/A	—
11	Bracket, Timer	385575	N/A	N/A	N/A	—
13	Plate, Mounting	3353813	N/A	N/A	N/A	—
14	Clutch, Timer	3976267	N/A	N/A	N/A	Long clutch arm.
14	Clutch, Timer	385571	N/A	N/A	N/A	Short clutch arm.
15	Screw, Timer	3400064	N/A	N/A	N/A	—
17	Bracket, Mounting	3347825	N/A	N/A	N/A	—
18	Screw, Set	98654	N/A	N/A	N/A	—
19	Key, Front Lock	358288	Multiple Options	GR-888	Multiple Options	Whirlpool to be used with 358290 only.
20	Money Box With Key	8316525	72101-XD	UG800B	GBX-(lock code Letter A, N, T, D or M)	Keys cannot be ordered separate from the box without the key # listed inside the box. If key and number are lost, the box must be drilled and replaced
21	Vertical 8 Coin Slide	8316520	V8-200 (71689)	20-3020	V8L-001 Chrome V8L-005 Black	All coinslides need the appropriate extensions to operate the washer or dryer, see items 24-27
N/I	Coin Drop	N/A	N/A	N/A	N/A	Set-O-Matic Part Number S4EMS-U1.
22	Service Door Key Only	N/A	N/A	8-20-777	N/A	—
23	Service Door Lock	8316526	0400ET	68-1174-32-777	N/A	Each manufacturer has several lock +key assemblies
24	Coinslide Extension Washer	8316522	21053	68-1164	15A-007	Mechanical Timer Models
25	Coinslide Extension Dryer	8316523	21064	84-1135	15A-008	Freestanding mechanical dryer models
26	Coinslide Extension Dryer	3390424	N/A	84-2037	N/A	CSP Stack dryer model only
27	Coinslide Extension, EMS1000 washer and dryer	N/A	21921-21755 (slide mount) 72119 (metercase mount)	KIT1818 (Vertical 8 slide mount)	16A-KIT-01 Universal Switch Kit For All Coinslides	Fits both washer and dryer. These numbers also fit ADVANTECH™ models
28	Bolt, Slide Mechanism	8316521	21749	77-83-8	N/A	Thread lengthened to accommodate extra thickness of mounting plate. Whirlpool stock current. Other manufacturers may have mixed long and short stock. Short thread will work.
29	Coinslide adapter plate	279950	N/A	N/A	N/A	Comes factory installed. Must be in place to install coinslide. Must be removed to install coin drop
N/I	Decal Kit	8316524	72097	1711	N/A	For pricing on the front of the coinslide
35a	Insert, Blank	8316264	21216	N/A	N/A	To reduce coinslide price
35b	Insert, \$.25	8316265	21193	N/A	N/A	To increase coinslide price
30	OPL Coinless Actuator	4396490	N/A	2001-OPL-SD 2001-OPL-D 2001-OP;-W	N/A	Stack Dryer (includes console lock) with 8-1223 Single Dryers Washers
31	Card Reader Kit Washer	N/A	11-000-252	2001-WP-EMW	N/A	Fits all J and K-line mechanical models, Items 29 and 2 must be removed to install kit.
31	Card Reader Kit Dryer	N/A	11-000-251	2001-WP-EMD	N/A	Fits all J and K-line mechanical models, Items 29 and 2 must be removed to install kit.
31	Card Reader Kit Stack Dryer	N/A	11-000-253	2001-WP-EMSD	N/A	Fits all J and K-line mechanical models, Items 29 and 2 must be removed to install kit.

# METERCASE AND COINBOX PARTS CROSS REFERENCE

KEY	PART NAME	WHIRLPOOL PART NUMBER	ESD PART NUMBER	GREENWALD PART NUMBER	MONARCH PART NUMBER	COMMENTS
32	Front Lock Assembly	358290	0300-ETWH	8-1001-49	EXT030-A For most applications	Fits all K-line product and older models, Lock blank must be removed to install front lock
33	Dryer Timer	3387975	N/A	50-1232-6	N/A	Includes 4-pin cam, fits all mechanical Whirlpool and Roper commercial dryers
34	Dryer Timer Cams		N/A		N/A	PACKED WITH EVERY MECHANICAL PRODUCT. ALSO AVAILABLE AS SERVICE PARTS OPTIONAL SERVICE PARTS NOT PACKED WITH PRODUCT.
	3-Pin (60 minutes)	3387974				
	4-Pin (45 minutes)	339855				
	6-Pin (30 minutes)	343777				
	9-Pin (20 minutes)	339854				
	12-Pin (15 minutes)	339853				

# ADVANTECH™ MONEY ACCEPTOR CROSS REFERENCE



KEY	PART DESCRIPTION	MANUFACTURER			
		ESD 270 New Jersey Drive Fort Washington, PA 19034 info@esdcoin.com 1 (800) 523-1510	GREENWALD 212 Middlesex Ave. Chester, CT 06412-1254 sales@greenwaldindustries.com 1 (800) 221-0982	MONARCH COIN AND SECURITY INC. P. O. Box 427 Covington, KY 41012 sales@monarchcoin.com 1 (800) 462-9460	MUNZPRUFER/BMC Technologies, Inc. 1911 Cauley Ave. Panama City Beach, FL 32407 sales@bmctechnologies.com 1-(850) 249-2222
1	Full Console Reader	11-000-261	2001-ADV-150T	N/A	N/A
2	Metercase Reader	11-000-262	2001-ADVM-150T	N/A	N/A
3	Money Box with Key	BGNLNB-XD	UG800B	N/A	GBX-(lock code letter A, N, T, D or M)
4	Metercase Coinbox Blank	11-000-902	8-1223	N/A	N/A
5	Single Coin Drop	N/A	41-1171*	F94*	N/A
6	Dual Coin Drop	N/A	41-1172*	F95*	N/A
7	Vert 8 Coinslide	71689	20-00-000-XXX (XXX is factory preset vend price)	N/A	V8-001CHROME V8-005 BLACK
8-9	Slide Extension and Switch	21921-21755 (VERTICAL 8)	KIT 1818 (VERTICAL 8)	N/A	16A-KIT-01 Universal Switch Kit for all Chutes
10	Auxiliary Card Reader Housing	N/A	2001 - ADVM - DUAL (includes reader)	N/A	N/A

\*STATE COINAGE TYPE (U.S. QUARTERS, DOLLARS OR CANADIAN QUARTERS, DOLLARS, ETC.)  
 THE LISTED MONEY ACCEPTORS ARE NOT TESTED AND APPROVED FOR USE BY WHIRLPOOL CORPORATION. IT IS THE RESPONSIBILITY OF THE MONEY ACCEPTOR MANUFACTURER TO INSURE COMPATIBILITY AND OPERATION WITH THE WHIRLPOOL CORPORATION ADVANTECH™ PRODUCT.  
 MODIFICATION MAY VOID THE WHIRLPOOL CORPORATION WARRANTY.



# ROPER COMMERCIAL LAUNDRY



## **WASHER FEATURES** **RAK2751KQ – 27"**

- Coin Kit Installed – Ready for Operation, factory preset for \$1.00 vend
- Extra-Large, 2.5 Cu. Ft. Wash Basket
- 3 Cycles: Regular/Heavy (Hot), Permanent Press (Warm), Color Fast (Cold)
- Reliable One-Piece Agitator
- Direct-Drive, 1/2-HP Motor with Built-In Overload Protector
- PowderPlus™ Top and Lid Finish
- Add Fabric Softener Indicator
- Push-Button Controls
- Easy-to-Follow Lid Instructions
- Self-Leveling Rear Legs
- Cycle Status Lights
- White-on-White Styling

**NOTE:** The washer is equipped with a wraparound cabinet and does not have a removable front panel. The wraparound cabinet consists of the cabinet, top, lid and metercase assembly. This assembly must be removed for tub, basket, or suspension service, as on noncommercial Whirlpool models.



## **DRYER FEATURES** **REK2950KQ – 29" Electric** **RGK2951KQ – 29" Gas**

- Coin Kit Installed – Ready for Operation, factory preset for \$1.00 vend
- 7.0 Cu. Ft. Capacity Drum
- 3 Cycles: Regular/Heavy (High Heat), Permanent Press (Medium Heat), Knits/Delicates (Low Heat)
- Top-Mounted Lint Filter
- PowderPlus™ Top Finish
- Reversible Side-Swing Door
- 1/3-HP Motor with Built-In Overload Protector
- Push-Button Controls
- Easy-to-Follow Console Instructions
- Cycle Status Lights
- White-on-White Styling

## **WARRANTY**

90-Day FULL (parts and labor) on the entire product, 2-Year LIMITED (parts only) on the entire product.



# 2001 K-LINE PRODUCT IMPROVEMENTS

## **Mechanical Line: After May 1<sup>st</sup>, 2001 Production Washer Hidden Lid Switch**

### **COMPLAINT:**


Intermittent spin, no spin, lid switch must be replaced as a result of customer tampering.


### **CAUSE:**

Lid switch location and design creates opportunity for consumer to insert objects into the switch actuator opening damaging the switch.

### **CORRECTION:**

Product built after May 1<sup>st</sup>, 2001 come factory equipped with a hidden lid switch. The sealed tamper proof design eliminates issues related to improper usage. To access the switch, proceed as follows:

**WARNING**



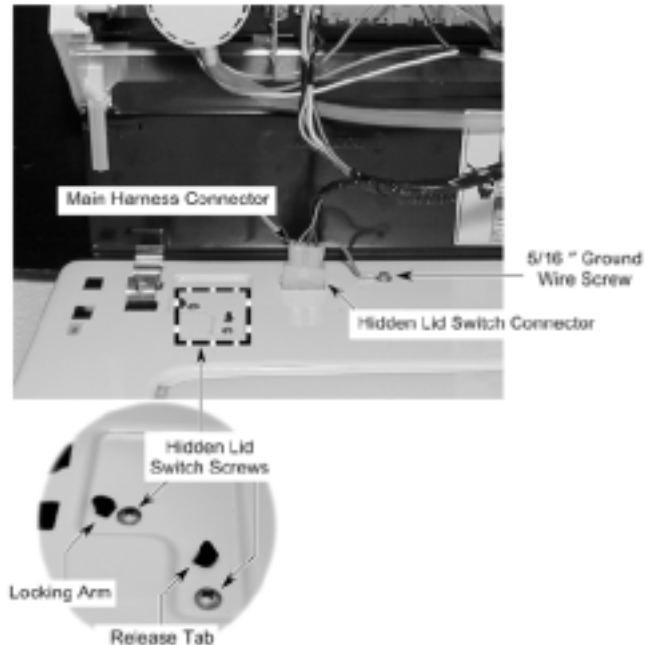
**Electrical Shock Hazard**  
**Disconnect power before servicing.**  
**Replace all panels before operating.**  
**Failure to do so can result in death or electrical shock.**

1. Unplug unit or disconnect power.




2. Remove the two T-15 Torx screws from the console by turning them counterclockwise.

3. Rotate the console up into the service position



4. Disconnect the main harness connector from the hidden lid switch connector.
5. Remove the 5/16" hex-head screw from the hidden lid switch ground wire.
6. Press the locking arm on the lid switch connector to release it, then push the connector out of the cutout.
7. Remove the two hidden lid switch mounting screws.
8. Raise the washer lid.
9. From the left side of the unit, reach between the cabinet top and the tub ring and grasp the hidden lid switch. With your other hand, press the release tab on the hidden lid switch, and remove the switch from the cabinet top.



<h1 style="text-align: center;">! WARNING</h1>

<p style="text-align: center;"><b>Electrical Shock Hazard</b></p> <p><b>Connect green ground wire to ground screw.</b></p> <p><b>Failure to do so can result in death or electrical shock.</b></p>

10. To reinstall the switch, mount the switch into the washer top by first inserting the locking arm toward the back of the washer.
11. Push the release tab through the forward hole in the washer top.
12. Insert the ground wire through the harness connector opening in the washer top.
13. Insert the harness connector into the harness connector opening and lock into place.

14. Reinstall the 5/16" hex-head screw connecting the lid switch green ground wire to the washer top.
15. Reinstall the two switch mounting screws.

## New Design Stack Dryer Collar



The stack dryer collar assembly was redesigned with the introduction of the K-line product to enhance product security, flexibility, ease of operation and appearance. The new collar assembly, part #3978853 features:

**NOTE:** The new collar will not retrofit older models.

1. A taller profile vs. previous designs, now offering a larger control panel opening.
2. The same removable money acceptor adapter plate as freestanding models to allow installation of coinslides, coin drops, card readers or coinless actuators.
3. Deeper coinbox openings to accommodate a larger coinbox.
4. Improved security around the money acceptor and coinbox openings.
5. A new control panel design for increased security by using push-button switches in place of rotary controls.
6. Improved industrial indicator lamps on mechanical models.

## Improved Console and Graphics Freestanding Models



All product consoles have been upgraded to a brushed stainless finish, washer model CAE2761KQ0 is pictured.


## ON PREMISE/GOVERNMENT LEASE MODEL IMPROVEMENTS


On Premise/Government Lease models GCAM2792LQ (washer), GCEM2990LQ (electric dryer) and GCGM2991LQ (gas dryer) contain the following new features:



1. Brushed stainless look console.
2. New bi-directional positive detent 8-Cycle washer timer with extra rinse replaces the one cycle push to start timer, increasing features and reducing service issues.
3. New 3-cycle dryer timer replaces previous single cycle slide timer.

To service the timer, proceed as follows:


**WARNING**



**Electrical Shock Hazard**

**Disconnect power before servicing.**

**Replace all panels before operating.**

**Failure to do so can result in death or electrical shock.**

1. Unplug unit or disconnect power.
2. For dryer timer service, remove the 1/4" retaining screws from the console back panel and remove the panel.

3. For washer and dryer timer service, remove the console retaining screws, pull the console slightly forward to release the end caps and rotate the console open into the service position.
4. Proceed to next page and follow instructions for J-line and L-line timer installation.

### J-LINE WASHERS

J-line washers have a single push to start button to actuate the single cycle. The button comes from the factory depressed with the cycle partially completed as a result of production line testing. Upon cycle completion, the start button ramps out to the start position to allow start of the next cycle.

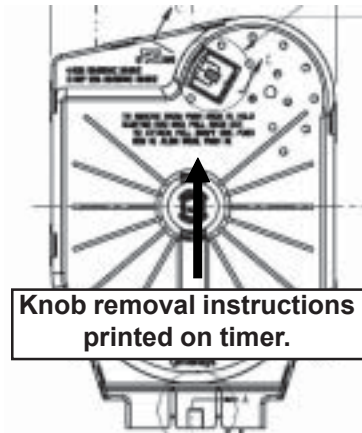


**GCAM2701JQ0 (PUSH TO START)**

The timer is mounted to the console with four 5/16" hex head screws. Care must be taken during reassembly to insure proper wiring harness routing and timer shaft insertion into the start button see service pointer, part #L8178226 (Page 45)



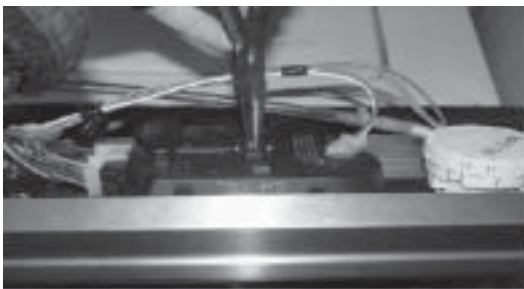
## L-LINE WASHERS



L-line washers use an 8-cycle Delta style timer. This timer can be turned clockwise or counterclockwise to select a cycle. The beginning of each cycle has a positive detent, or a click to help locate where it starts.

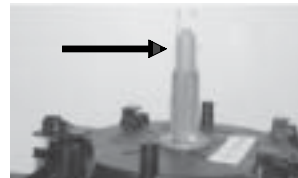
The timer is mounted to the console using L-brackets and a finger-release mounting tab. The timer knob must be released prior to timer removal.

1. Push the timer knob in, then hold the slotted rod end on the back of the timer with pliers.



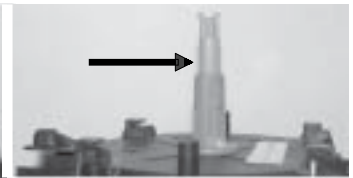
2. Pull the timer knob out making sure the rod in the center of the timer shaft does not move.
3. Pull the timer knob off of the timer.

## Retaining Tab



Shaft in Release Position

## Mounting Tab (4)



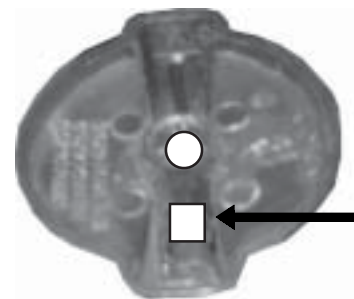
Shaft in Retain Position

4. To remove the timer, release the timer retaining tab in the console by pulling it away from the console while sliding the timer toward the water level switch.



Push Tab Up, then Push Timer toward Endcap

5. To reinstall the timer knob, make sure the timer shaft is in the release position as illustrated at top of page.
6. Align the retaining tabs on the timer knob with the timer shaft retaining holes.



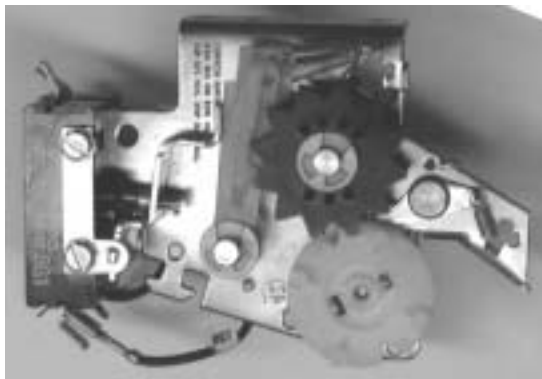
## M-LINE WASHERS

New Features were added to the M-line starting with production in the 2<sup>nd</sup> quarter of 2003, including an energy upgrade, 3.2 cu. ft. basket, dual action agitator and a bleach dispenser.

## J-LINE DRYERS



J-line used the same timer that was used on all commercial models, which at that time incorporated a slide and cam mechanism, with a removable timer cam used for changing cycle time. The timer is cumulative and additional actuations of the timer slide will add cycle time. Added cycle time is dependent on the timer cam installed. All GCEM2990JQ, GCGM2991JQ models are factory equipped with the 45 min. 4-pin timer cam.



## L-LINE DRYERS

The timer was redesigned to allow multiple cycle selections. The timer style and mounting is now the same as residential models. The timer is secured to the console with two 5/16" hex head screws. The timer knob is a pull off design.





# SERVICE ISSUES

## ⚠ WARNING



### Electrical Shock Hazard

Disconnect power before servicing.

Replace all panels before operating.

Failure to do so can result in death or electrical shock.

## ADVANTECH™ CONTROL GENERATED ERROR CODES

DISPLAY	PROBLEM	POSSIBLE CAUSE	REPAIR PROCEDURE	TERM.	WIRE COLOR	READ
<i>OFF</i>	Washer or dryer does not operate.	Service person placed machine out of service. See MANUAL OUT OF SERVICE	Disable manual Out of Service, run service routine. Press the service switch, push and release keypad 2. Warm LED will blink. Buttons 1-6 now remapped for service routine.			
<i>- OFF -</i>	Washer or dryer does not operate.	Machine has been set to be unavailable for customer use by means of one of the three owner special prices. See SP1, SP2 and SP3 (special price) in set up table.	Disable special pricing option manually or through loading a template without time bound specials. See installation considerations section.			
<i>≡ OFF ≡</i>	Washer or dryer does not start.	No money device is enabled during machine setup.	Enable the coin drop, coinslide and/or Smart Card. See OWNER SETTINGS.			
<i>≡ OFF -</i>	A coin drop error has occurred.	Owner Setting is enabled but coin drop is not installed. Coin drop connector is unplugged. Coin drop connector is plugged into the wrong connector.	Check to insure the proper coin drop template is installed. Check the connector position on the board, single drops plug into COIN 1 only. Double drops lower value coin plugs into COIN 1. Higher value into COIN 2. Check coin timing settings in template vs. manufacturer's recommendations.			
<i>= OFF =</i>	Washer does not start	Lid was not opened between the end of the cycle and the 1st spin of the next cycle.	Run the service routine to reset the machine.			
<i>. OFF .</i>	Auxiliary device error (SMART card or other device connected to the auxiliary port.)	A SMART card reader is enabled in the template but a reader is not installed.	Check the template installed. Make sure the installed template matches the chosen money acceptor. If a card reader template and a reader are installed, inspect all connection pins on the harness from the AUX port to the card reader for corrosion or bent connections. Reconnect harness and route separately from washer harness! If control output voltage not present, replace control. If output voltage per spec., replace reader.	P11 AUX connection at control.		5VD will be present across pins 1-3 and 2-3
<i>Error</i>	Washer or dryer does not operate.	A template has been loaded to the control that does not match the money acceptor installed. On stack dryers the display harness may be reversed.	Check the installed template to insure the money acceptor installed matches the loaded template. On stack dryers make sure the upper display is routed to the upper (rear) board and the lower display to the front board.			

# ⚠ WARNING



## Electrical Shock Hazard

Disconnect power before servicing.

Replace all panels before operating.

Failure to do so can result in death or electrical shock.

## ESD CARD READER GENERATED ERROR CODES

DISPLAY	PROBLEM	POSSIBLE CAUSE	REPAIR PROCEDURE
00h	No error	Transaction may have not been completed.	Reinsert card and try again.
01h - 30h	Card reader error	Bad card or reader did not read card	Reinsert card. Try card in another machine. IF the card works in a second machine, clean card reader.
30h - 3Fh	Reader error	There is an error within the card reader.	Reinsert the card. Replace card reader if error occurs frequently.
10h - 4Fh	Card reader setup, audit error	There is an error within the card reader	Clear reader with initialization card. Replace reader if occurs frequently.
50h - 5Fh	Internal card reader error	There is an error within the card reader	Reinsert card and retry transaction. Replace reader if error occurs frequently.
D0h	Bad machine type	Inserted setup card does not match the machine type of the template.	Reprogram the setup card and retry.
D1h	Convert balance overflow-card related	Incorrect card inserted, card damaged or incorrect program.	Reinsert card if error reoccurs, insert another card.
D2h	ADVANTECH™ control link	Communications error, bad card reader to control link	Remove wiring harness from reader and ADVANTECH™ board. Inspect all connection pins on the harness from the AUX port to the card reader for corrosion or bent connections. Reconnect harness and route separately from washer harness.
D3h	Unrecognized command from control	Communications error, bad card reader to control link	Remove wiring harness from reader and ADVANTECH™ board. Inspect all connection pins on the harness from the AUX port to the card reader for corrosion or bent connections. Reconnect harness and route separately from washer harness.
D4h	Card read error		Reinsert card and remove slowly.
D5h	Command out of sequence-bad reader to ADVANTECH™ control link	Card pulled early. Bad reader to ADVANTECH™ control link, loose connections or EMI.	Remove wiring harness from reader and ADVANTECH™ board. Inspect all connection pins on the harness from the AUX port to the card reader for corrosion or bent connections. Reconnect harness and route separately from washer harness.
D5h - E3h	Assorted ADVANTECH™ link errors	Bad reader to ADVANTECH™ control link, loose connections or EMI.	Remove wiring harness from reader and ADVANTECH™ board. Inspect all connection pins on the harness from the AUX port to the card reader for corrosion or bent connections. Reconnect harness and route separately from washer harness.



# GREENWALD CARD READER GENERATED ERROR CODES

DISPLAY	PROBLEM	POSSIBLE CAUSE	REPAIR PROCEDURE
<b>NO SETUP</b>	Washer or dryer will not start when a SMART card is inserted in the card reader.	A card reader has been installed but not setup	Program and insert the setup card per the instructions of the card reader manufacturer.
<b>PULL CARD</b>	Card is inserted in the reader. Machine may or may not operate	Card left in the reader too long	Remove card.
<b>E00</b>	Card fail error	Card put in the reader upside down, invalid or damaged card	Inspect the card for damaged contacts. Replace as necessary. Contacts must be facing up. Try another card.
<b>E01</b>	Blocked PIN error	User card does not match to machine location or PIN on the card did not match the reader.	Check to make sure card is templated for the current location. Card must be reprogrammed.
<b>E02</b>	Invalid PIN error	PIN of card not recognized by reader.	Obtain proper card for current location.
<b>E03</b>	Invalid Customer ID	The customer ID on the inserted card does not match the operator ID programmed into the reader.	The inserted card does not have access to the current location. User must obtain card assigned to current location.
<b>E04</b>	Invalid Location error	Location number of the card reader has been corrupted.	Card reader setup must be reprogrammed.
<b>E05</b>	Card not supported error	A non-Greenwald card has been inserted into the reader.	Obtain a properly programmed Greenwald card for the desired function to be performed.
<b>E06</b>	Card erase error	Error writing information to card.	Reinsert card into reader. If error re-displays, try another card.
<b>E07</b>	Invalid or missing setup	Blank management card inserted into reader.	Properly set up management card for the current machine and location using SMS.
<b>E10</b>	User Card read error	Card reader did not complete the vend transaction.	Reinsert the user card and try again.
<b>E30</b>	Data collection error	Error in collecting data from the card reader to the collection card.	Reinsert the data collection card. If error re-displays, insert another data collection card.
<b>E40</b>	Setup card error	Error in reception of setup information.	Reinsert the setup card. If error re-displays, reprogram setup card.

# COINSLIDE INSTALLATION INSTRUCTIONS AND DRYER CYCLE TIME CHANGES WHIRLPOOL/ROPER COMMERCIAL LAUNDRY


## Coinslide Applications

Whirlpool Corporation Coinslide Kit, part number 3954807 is designed to fit all metercase models built since 2000. The coin box kit will not fit models built since 2000. The coinslide and extensions in the kit will fit all metercase models from approximately 1980 forward.

WASHERS	DRYERS			STACK DRYERS
ADVANTECH™				
CAE2761KQ0	CEE2760KQ0	CGE2761KQ0	YCEE2760KQ0	CSP2770KQ0
CAE2762KQ0	CEE2760KQ1	CGE2761KQ1	YCEE2760KQ1	CSP2771KQ0
EMS1000				COIN READY
CAP2761JQ0	CEP2760KQ0	CGP2761KQ1		CSP2740KQ0
CAP2761KQ0	CEP2760KQ1	YCEP2760KQ0		CSP2740KQ1
CAP2762JQ0	CGP2761KQ0	YCEP2760KQ1		CSP2740KQ2
COIN EQUIPPED				CSP2741KQ0
RAK2751KQ0	REK2950KQ0	CEM2750JQ0	CGM2751JQ0	CSP2741KQ1
CAM2752JQ0	REK2960KQ1	CEM2750KQ0	CGM2751KQ0	CSP2741KQ2
CAM2752KQ0	RGK2951KQ0	CEM2750KQ1	CGM2751KQ1	CSP2460KQ0
	RGK2951KQ1	CEM2750KQ2	CGM2751KQ2	CSP2760KQ1
COIN READY				CSP2760KQ2
CAM2761JQ0	CEM2760JQ0	CGM2761KQ0		CSP2761KQ0
CAM2761KQ0	CEM2760KQ0	CGM2761KQ2		CSP2761KQ1
CAM2762JQ0	CEM2760KQ1	YCEM2760JQ0		CSP2761KQ2
CAM2762KQ0	CEM2760KQ2	YCEM2760KQ0		
HE TOPLOAD	CGM2761KQ1	YCEM2760KQ1		
CAW2762KQ0	CGM2761JQ0	YCEM2760KQ2		

# MECHANICAL DRYER CYCLE TIME CHANGE: ALL MODELS

This instruction sheet is designed to guide the user through a cycle time change procedure for both freestanding and stacked commercial mechanical dryers. The dryer cycle time must be selected prior to money acceptor installation.



**Electrical Shock Hazard**

**Disconnect power before servicing.**

**Replace all panels before operating.**

**Failure to do so can result in death or electrical shock.**

1. Disconnect or unplug machine from electrical power (if connected).
2. If new install, remove the installation kit from the dryer. On single dryers, this kit is packed in the drum of the product. The kit contains:

- 1 ea. #343777 timing cam 6 pin (30 minutes)
- 1 ea. #3387974 timing cam 3 pin (60 minutes)
- 4 ea. dryer feet

On stacked dryers the kit is located in the left coinbox or coinslide opening. The kit part #3390615 contains:

- 2 ea. #343777 timing cam 6 pin (30 minutes)
- 2 ea. #3387974 timing cam 3 pin (60 minutes)
- 2 ea. #3390424 slide extensions
- 4 ea. #96435 (or #340086) machine screws

All dryers come with the 45 minute timer cams installed from the factory.

- #339855 4-Pin (45 Min.)  
Factory installed

Available from Whirlpool Corporation as service parts are:

- #339854 9-Pin (20 Min.)
- #339853 12-Pin (15 Min.)

3. Decide on the appropriate cycle time desired. A 45 minute cam is factory installed. A 60 minute cycle is recommended on all 27" wide models.

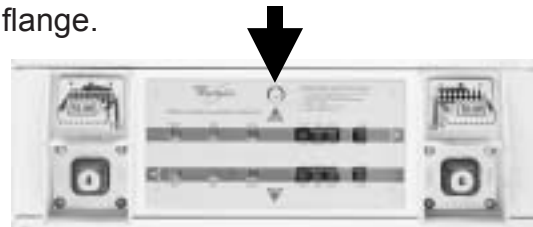
**NOTE:** The same timer part number is used on all dryer models prior to the L-Line. The mounting differs between the stack models and single models.

To change the timer cam, proceed as follows:

4. On single dryers unlock the metercase access panel and remove the panel. The timer will be visible inside the metercase.

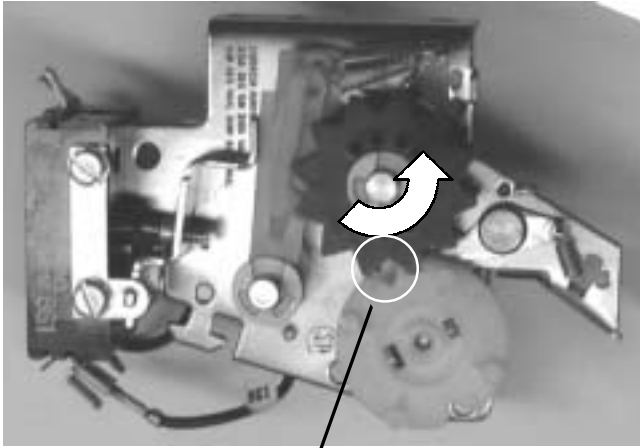


On stack dryers unlock the control panel lock if installed and open the console by lifting it up and off of the bottom mounting flange.

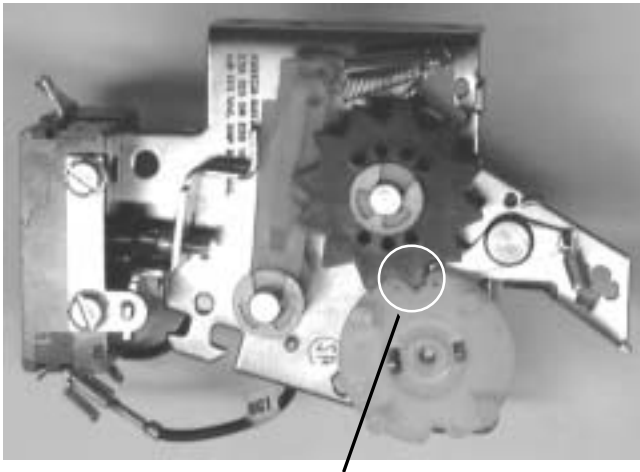


**NOTE:** Excessive pressure applied to the control panel when in the service position can damage wiring harness connections causing the dryer not to operate. Be sure to check all wiring harness connections are secure prior to closing the control panel after conducting service or money acceptor installation.

5. Locate the timer(s) within the metercase or collar. The timer(s) are located behind the upper opening in the metercase or collar.
6. Turn the timing cam counterclockwise by hand until the "V" shaped notch lines up below the ratchet tooth.



V-groove in timing cam not aligned

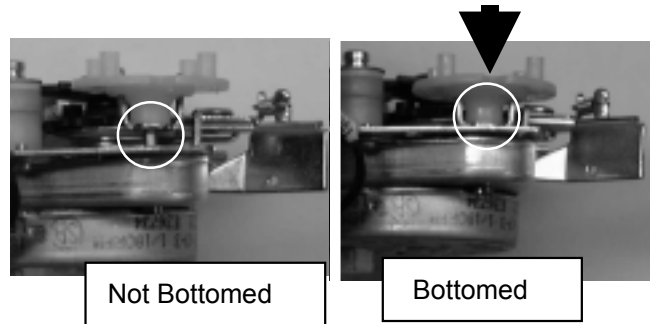


V-groove in timing cam aligned, remove cam by pulling up

7. Remove the factory installed 45 min. timing cam by lifting the cam off of the timer drive lug by hand, or by carefully inserting a small flat blade screwdriver under the timing cam. The timing cam has alignment slots of different lengths on either side of a central hole; the cam can only be installed one way. Step 7-11 must be repeated for each dryer.

8. Install the desired cam onto the timer shaft, making sure the cam is aligned onto the drive-lug alignment tabs.

**NOTE:** The cam must be installed and bottomed onto the timer alignment tabs for proper dryer operation. If the cam is not bottomed on the timer shaft, the dryer cycle will never stop allowing free vends.



# COINSLIDE INSTALLATION

For this installation instruction, Whirlpool Corporation part #3954807 is referenced. Each kit contains:

- #8316520 V8 coinslide (adjustable from 0-\$2.00 vend)
- #8316522 Washer coinslide extension
- #8316523 Freestanding dryer coinslide extension (not used on CSP stack dryers)
- #8316521 Coinslide mounting bolt
- #96435 or #340086 Extension screws
- #8316525 Money box and key
- #8316526 Access panel or control panel lock and key
- #8316524 Decal kit and instruction sheet.

As this is a broad application kit designed to fit both freestanding mechanical washers and dryers, there may be unused parts based on the chosen application.

For mechanical stacked dryers, the coinslide extensions come packed with the dryer. The stack dryer coinslide extension is also available separately as listed on the previous page. Coinslide extensions for electronic models are not manufactured by Whirlpool, but are available through coinslide manufacturers, see [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), technical information, metercase cross reference or pages 11-13 of this manual.

## MOUNTING COINSLIDE EXTENSIONS TO THE COINSLIDE

On single washers and dryers, there is a single extension and coinslide. On stack dryers, there are 2 coinslides and extensions per stack unit.

### 1. MECHANICAL WASHERS

Mount the coinslide extension to the coinslide using the retaining screws (#96435 or #340086, two per coinslide) as pictured below. The timer clutch roller must be facing down.



### 2. MECHANICAL DRYERS

Mount the coinslide extension to the coinslide using the retaining screws (#96435 or #340086, two per coinslide) as pictured below. The dryer extension is not directional and can be reversed without impact to the operation of the dryer.



### 3. MECHANICAL STACK DRYER MODELS

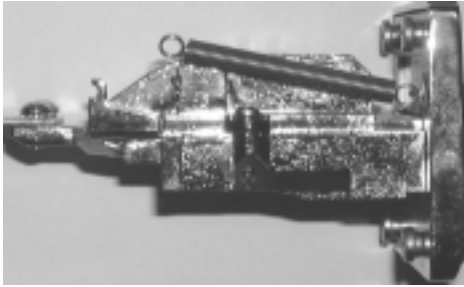
Mount the coinslide extensions to both coinslides using the retaining screws (#96435 or #340086, two per coinslide) included with the dryer as pictured below.



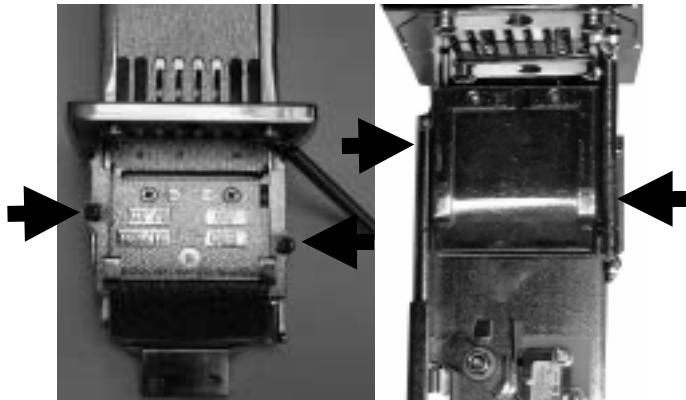
**NOTE:** On stack dryers the coinslide extensions must be installed with the part number facing up and the bend facing down on both slides. The timers are mounted one facing up and one facing down. This is normal, the coinslide extensions contact the timer differently for the left and right timers.

#### 4. ALL ELECTRONIC MODELS

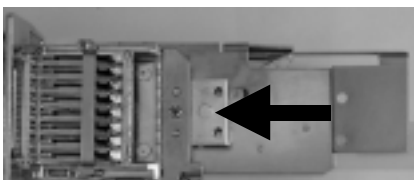
- A. Remove the coinslide return spring.



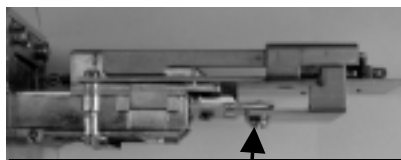
- B. Remove the two screws on the top of the coinslide behind the mounting flange and mount the coinslide switch assembly onto the coinslide per the manufacturer's instructions enclosed with the switch kit.



- C. Turn the coinslide over and remove the coinslide extension screws if installed.
- D. Attach the extension to the underside of the coinslide with the screw heads facing down.



Coinslide upside down, extension must go over mounting surface



Side view of coinslide detailing proper extension mounting

- E. Select the desired vend price amount (0-\$2.00) required. The factory preset is \$1.00. If another vend price is desired, follow the instructions under the vend price change section of this instruction manual, starting on page 34.




## INSTALLING ASSEMBLED COINSLIDE WITH EXTENSION

Electronic models require several additional steps to install the coinslide and extension assembly.

For ADVANTECH™ models, skip to step 4.

**NOTE:** On EMS1000 models the switch circuit is 120VAC. As a result the coinslide must be grounded. On ADVANTECH™ models low voltage is at the switch and the coinslide does not require grounding.

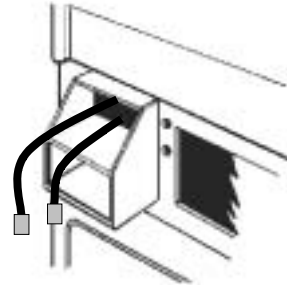
<b>! WARNING</b>

<b>Electrical Shock Hazard</b> <b>Connect green ground wire to ground screw.</b> <b>Failure to do so can result in death or electrical shock.</b>


### EMS1000 ONLY

1. To ground the coinslide on EMS1000 models, unscrew green ground wire screw inside the metercase and release the ground wire. Keep screw for later use.
2. Unscrew one of the two screws on underside of coinslide which secure the coinslide extension.
3. Insert the screw from the above step through ground wire ring terminal and reattach to slide extension.



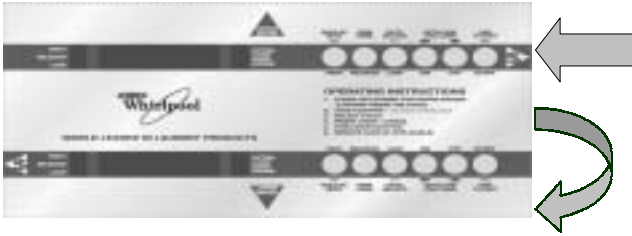
4. On single washers and dryers, locate the two wiring harness connections for the coinslide switch in the metercase and thread them through the money acceptor opening. On Stack Dryers locate the two coinslide switch wiring connections inside the collar for both dryers and thread through the money acceptor opening (Stack Dryer is pictured, other models similar)



<b>! WARNING</b>

<b>Electrical Shock Hazard</b> <b>Disconnect power before servicing.</b> <b>Replace all panels before operating.</b> <b>Failure to do so can result in death or electrical shock.</b>

5. Make sure power is disconnected from the unit before proceeding. On stack dryer models, it may be necessary to open the console to locate the coinslide wiring harness.
6. To open the control panel, unlock the cam lock on the right side of the control panel.

7. Slide the control panel to the left (top arrow) then carefully open the control panel by swinging the right side away from the collar (bottom arrow).

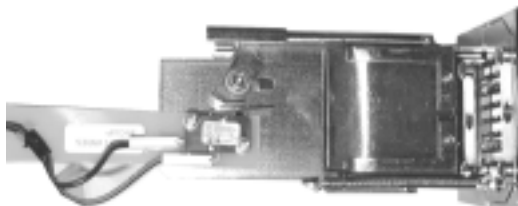


8. Carefully release the console and let it hang forward. The two coinslide harness wires for each coinslide originate at electronic control connection P2, center rear of the control boards. From P2 locate the coinslide harness wires and if not completed already, thread them through the upper collar opening for both the upper and lower dryers.

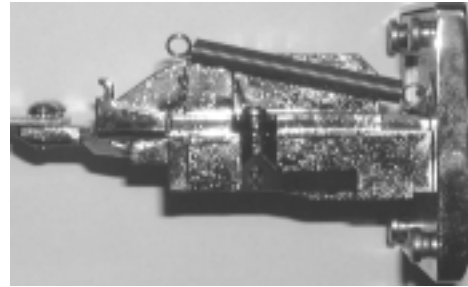


**NOTE:** Excessive pressure applied to the control panel when in the service position can damage wiring harness connections causing the dryer not to operate. Be sure to check all wiring harness connections are secure prior to closing the control panel after conducting service or money acceptor installation.

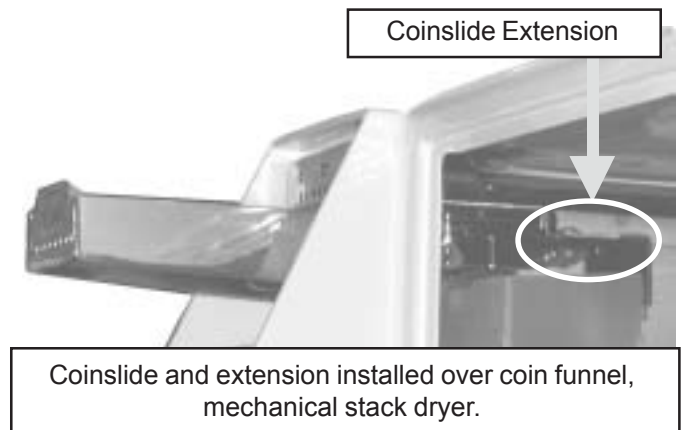
9. Connect the two harness wires to the coinslide switch.



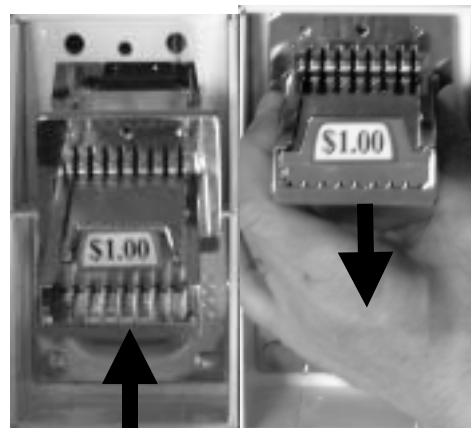
10. Reconnect the coinslide return spring.



11. Insert the set vend amount of coins into the slide and push the slide in. The slide should stay pushed in while inserting into the upper opening on the metercase or collar assembly. The slide must be pushed in to provide adequate clearance over the top of the coin funnel.

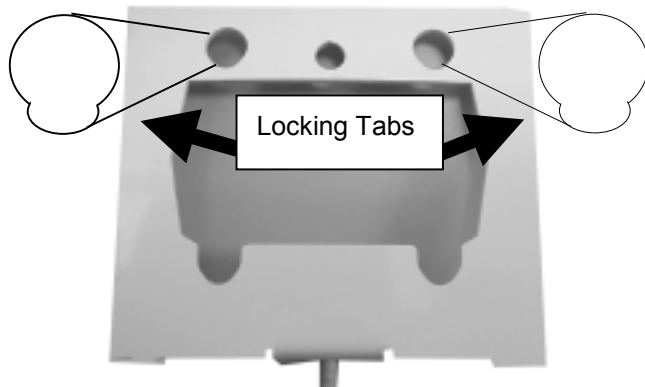


12. Lock the coinslide into the opening in the collar assembly by applying a downward force to the coinslide. The coinslide is bottomed in the adapter plate when the coinslide mounting hole is aligned with the hole in the adapter plate.





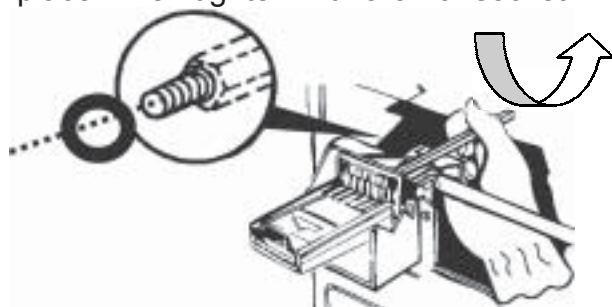
**NOTE:** If the coinslide mounting hole can not be aligned with the hole in the adapter plate, remove the coinslide and slightly loosen (1/4 turn or less) the mounting bolts on the coinslide and reinstall onto the adapter plate.



13. While holding the bolt in place, guide the coinslide mechanism onto the mounting bolt threads and into the mounting holes in the front of the meter case.

**NOTE:** Moving the coinslide and bolt in small circles while turning the mounting bolt will help align the bolt threads with the coinslide.

14. Tighten the bolt by hand first as you guide the coin slide mechanism into place. Then tighten with a 5/16" socket.



Tighten the coinslide retaining bolt, Stack Dryers



Tighten the coinslide retaining bolt, single washers and dryers

## ! WARNING



### Electrical Shock Hazard

**Connect green ground wire to ground screw.**

**Failure to do so can result in death or electrical shock.**

15. On EMS1000 units, after the coinslide is installed, the green ground wire connected to the coinslide must be connected to the metercase. Use screw from step 1 to attach the ground wire ring terminal to the side of the coin box.

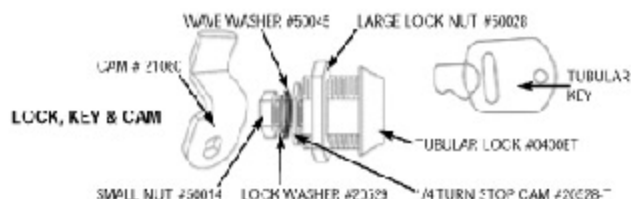
16. Place rubber grommet of harness over end of the coinslide mounting bolt.



**NOTE:** On EMS1000 and ADVANTECH™ units, the vend price set for the coinslide must match the vend price programmed into the electronic control. For more information, see the tech sheet packed with the product or instructions under coin price vend change instructions section, starting on page 34 of this manual.

# METERCASE TOP/CONTROL PANEL LOCK INSTALLATION

For this installation instruction, Whirlpool Corporation part #8316526, which is part of kit #3954807, is referenced. Locks are available through coinslide manufacturers, see [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), technical information, metercase cross reference or page 41 of this manual.



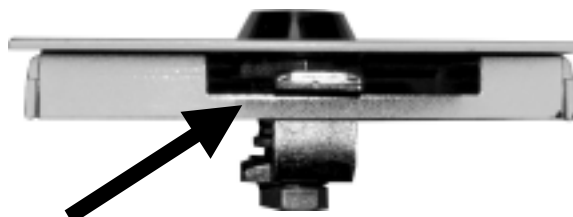
The access panel and control panel require a lock. The lock assemblies for both applications are the same (Whirlpool Corporation part # 8316526.) The assembly parts are shown above.

Assembly parts listed are only available from the lock manufacturer (ESD). For contact information see [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), technical information, metercase cross reference, or page 11 of this manual.

1. Remove the lock assembly from the plastic bag and remove the large jamb nut from the lock.
2. Install the lock into the lock hole in the console control panel or metercase access panel and then install the jam nut.
3. Make sure the wave washers are on the lock prior to installation of the cam or the cam nut.

**NOTE:** Failure to install the wave washers will result in the console control panel or metercase access panel not locking.

4. Install the lock cam onto the lock, then secure the cam with the small cam nut and nut washer.

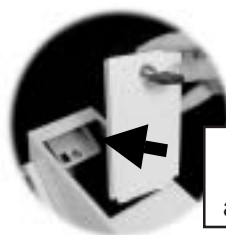


Lock installed in metercase access panel, lock cam bottomed on cover opening



Lock installed in control panel, mechanical Stack Dryer (electronic Stack similar)

5. On Stack Dryers make sure all harness connections are attached fully to the appropriate connectors, then reinstall previously removed parts.



Closing the metercase access panel



Closing the console control panel, mechanical Stack Dryers, push down, in and lock.



Closing the console control panel, electronic Stack Dryers, push left, in and lock.

# COINBOX INSTALLATION

1. Insert the coinbox key into the coinbox.  
Turn the key to disengage the engagement cams on the front of the coinbox. Record the key number written on the inside of the coinbox in a safe place.

**NOTE:** If the coinbox key is lost and the key number has not been recorded, the key number can be viewed with an inspection mirror by removing the coinslide and looking through the coin funnel opening. If the key number is not accessible, the coinbox must be drilled out and replaced at the owner's expense!

2. Insert the coin box into the metercase or collar lower opening

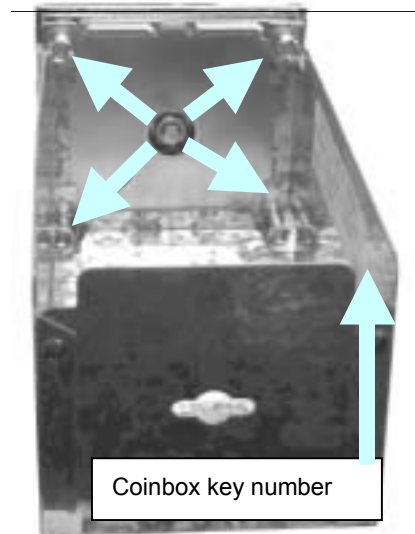


3. Turn the key to its original position and remove the key.

## ADJUSTING THE COINBOX FIT

The tight fit of the coinbox is set at the factory. You can loosen the fit as desired by loosening the slotted rods inside the front of the coinbox. Adjust and test  $\frac{1}{4}$  turns at a time.

Adjust the four screws at front of coin box to tighten or loosen fit.




4. Check to be sure all parts are now installed.
5. Check to be sure you have all of your tools.
6. Dispose/recycle all packaging materials.

# COINSLIDE PRICE VEND CHANGE INSTRUCTIONS

The following procedure will guide the user through changing the coinslide vend amount for a factory equipped or ESD vertical 8 coinslide. The procedure will be similar for other coinslide manufacturers, consult the manufacturers installation instructions. If the coinslide(s) are installed, they must be removed prior to changing the vend price. If the coinslide(s) have not yet been installed, skip to step 6.

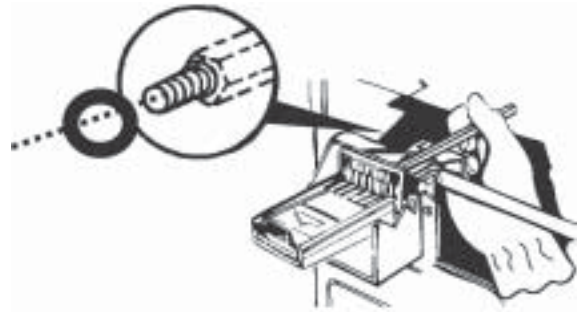
**! WARNING**



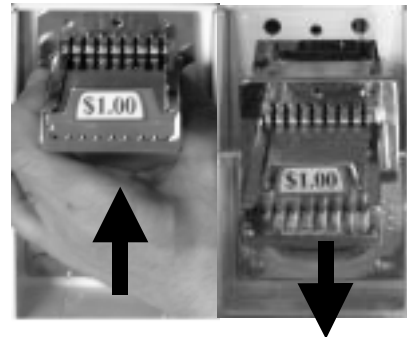
**Electrical Shock Hazard**  
**Disconnect power before servicing.**  
**Replace all panels before operating.**  
**Failure to do so can result in death or electrical shock.**

1. Unplug unit or disconnect power.
2. Unlock the metercase access panel or collar control panel lock and remove the control panel from the collar assembly.
3. On single washer and dryer models, lift the metercase access panel up at the back and remove.
4. On mechanical stack dryer models open the console by lifting it up off the bottom mounting flange. On electronic stack dryers slide the control panel to the left, then carefully open the control panel by swinging the right side away from the collar.

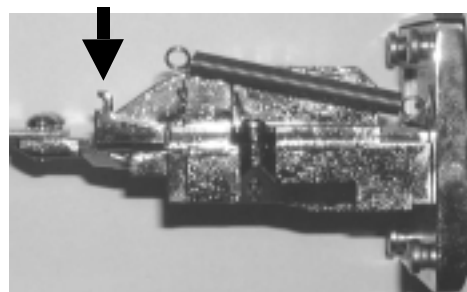
5. Unscrew the coinslide retaining bolt with a 5/16" socket by turning counter clock wise and remove the bolt.



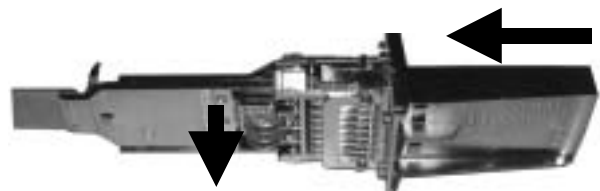
6. Push the coinslide up, and then pull it forward to remove from the metercase.



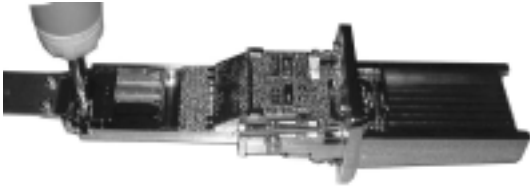
7. Set the coinslide and extension assembly on a level surface and remove the return spring(s) from the spring bracket.



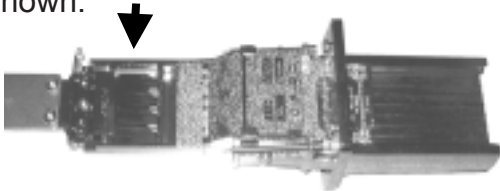
8. Place coins in the coinslide of the proper vend amount (factory preset on coin equipped models is \$1.00) and push the slide all the way in until the coins drop through the coinslide.



9. With the slide still all the way inserted, remove the spring bracket screw and spring bracket.



10. Remove the coin inserts (2 blanks, 2 functional) from the coinslide as shown.



**NOTE:** The coinslide comes with enough inserts to increase or decrease the vend price by \$.50, if a higher or lower vend price is desired, more functional or blank inserts are necessary. Inserts may be ordered from Whirlpool Corporation only for models that come factory coinslide equipped. If the coinslide is other than Whirlpool factory equipped, additional inserts must be ordered from the coinslide manufacturer, page 13.

\$.25 US insert (Whirlpool Corp., Part No. 8316265)

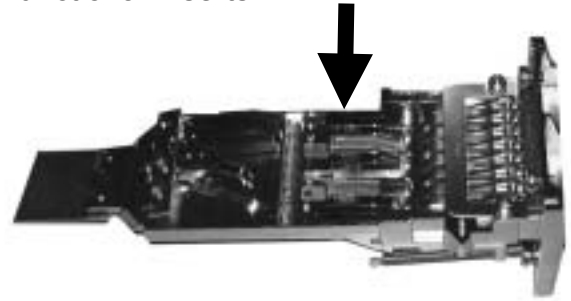


Insert blank (Whirlpool Corp., Part No. 8316264)

11. Turn the coinslide upside down and remove the three screws in the insert retaining plate.

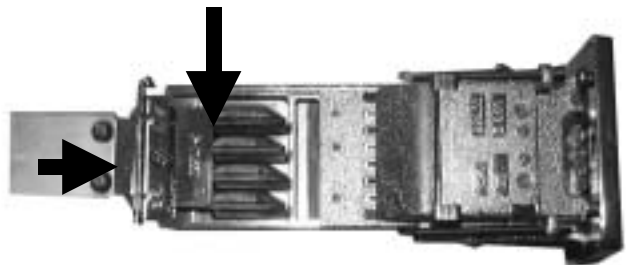


12. To increase the vend price, remove blank inserts and install the metal functional inserts.

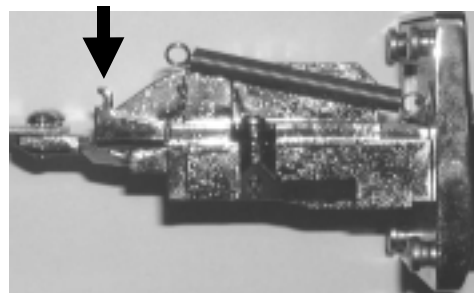


To decrease the vend price, remove functional inserts and replace with blank inserts.

13. Reinstall the three insert retaining plate screws. Turn the coinslide over and place unused inserts (up to 4) in the slide storage. Reinstall spring bracket and screw.



14. Release the slide and reinstall the coinslide return spring(s) onto the spring bracket.



15. Insert coins in the amount of the new set vend price into the coinslide and push the slide in to eject the coins. If the coins do not eject, look for missing parts and go back to Step 7.



16. While holding the slide in, insert the coinslide into the metercase, making sure the extension clears the coin funnel. (Fig. 1)

17. Pull down slightly to lock the coinslide into place. (Fig. 2)

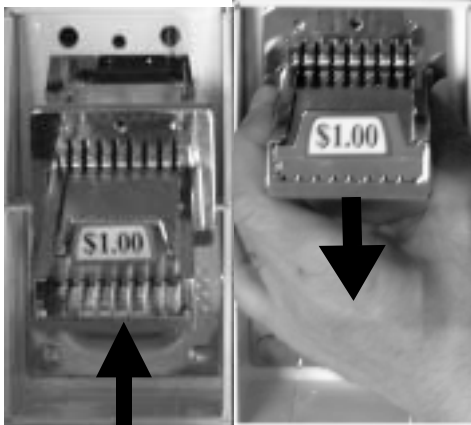
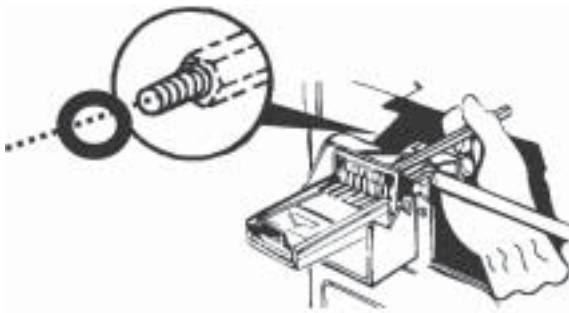


Fig. 1


Fig. 2

18. Insert the coinslide retaining bolt through the console access panel into the back of the coinslide and hand tighten the bolt to start the threads prior to using any tools to avoid stripping the coinslide or retaining bolt threads.



19. Affix the proper new vend price sticker to the front of the coinslide.

**! WARNING**



**Electrical Shock Hazard**  
**Plug into a grounded 3 prong outlet.**  
**Do not remove ground prong.**  
**Do not use adaptor.**  
**Do not use an extension cord.**  
**Failure to follow these instructions can result in death, fire or electrical shock.**

20. Reconnect power.

**NOTE:** On EMS1000 and ADVANTECH™ units, the vend price set on the coinslide must match the vend price programmed into the electronic control. For more information, see the tech sheet packed with the product. ADVANTECH™ models may have the vend price changed with a PALM™ handheld, or manually. Manual vend price change only is covered here as follows:

A. On single washers and dryers, push and release the rocker switch located inside the meter case. On stack dryers, push the service switch on the control board for the selected dryer.



Single Washers & Dryers



Stack Dryers

B. HOT temperature LED begins blinking to confirm that the switch was pushed. The machine's lifetime cycle count now shows on the display.

**NOTE:** The display automatically returns to the vend price after 1 minute.

The keypads are now mapped as illustrated:

KEYPAD MAPPING		
WASHER KEYPAD		DRYER KEYPAD
HOT 1	Move up to the preceding item on the list.	HIGH 1
WARM 2	Move down to the next item on the list.	MEDIUM 2
COLD 3	Select an item to view the current setting.	LOW 3
NORMAL 4	NO FUNCTION	ON 4
GENTLE 5	NO FUNCTION	OFF 5
HIDDEN 6	Exit OWNER SETTINGS program. Display returns to the cycle count.	START 6

- C. Press 1, "CYC P" is displayed.
  - D. Press 3, cycle price is displayed. Press 1 to increase the price, 2 to decrease the price until the displayed price matches the vend price set on the coinslide.
  - E. Press 6 twice to exit the setup routine.
21. Reinstall the control panel or metercase access panel in reverse order of installation and lock. On Stack Dryers make sure all harness connections are attached fully to the appropriate connectors.

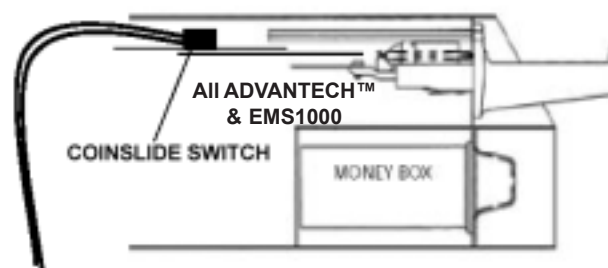
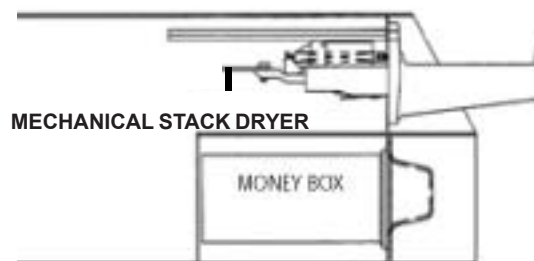
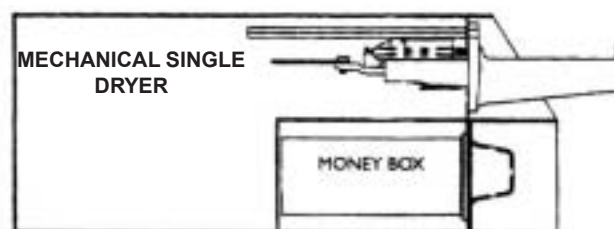
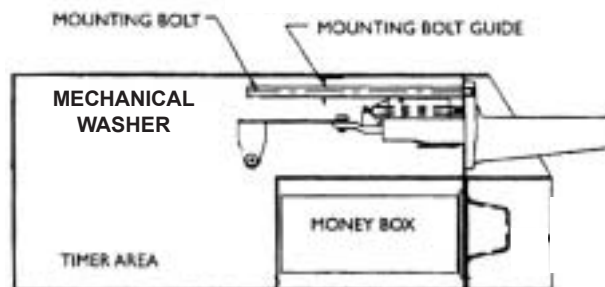


Closing the console control panel, mechanical Stack Dryers, push down, in and lock.



Closing the console control panel, electronic Stack Dryers, push left, in and lock.

22. Insert coins to insure the cycle starts.

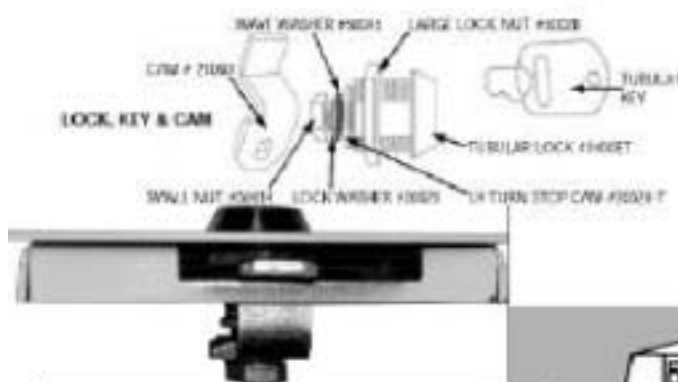


## INSTALLATION OVERVIEW SINGLE WASHERS AND DRYERS

### Factory Coin Equipped Models

CAM2752J-K, CEM2750J-K, CGM2751J-K, RAK2751K, REK2950J-K, RGK2951J-K

All other models come from the factory **without** any money acceptor, money box or locks!



### INCLUDED ON COIN EQUIPPED MODELS

Metercase Top Lock and Key Must be installed upon delivery (lock and key assembly located inside money box. All metercase top lock keys are 777 key code)

Whirlpool Corp. part # 8316526

ESD part # 0400ET

### INCLUDED V8 Coinslide,

vend price 0-\$2.00 with inserts for vend change from \$1.50 to \$.50 Optional coinslide inserts are available for vend price less than \$.50 or greater than \$1.50

\$.25 US insert (Whirlpool Corp. part #8316265)

### INCLUDED ON COIN EQUIPPED MODELS

Money box and key

Whirlpool Corp part # 8316525

ESD Part # 72101XD

Key Code Varies, code number on inside of money box (record and save number in a safe place!). Key delivered taped in lock. To obtain replacement coinbox keys, have your key number available and contact ESD

**NOTE:** If the coinbox key is lost and the key number has not been recorded, the key number can be viewed with an inspection mirror by removing the coinslide and looking through the coin funnel opening. If the key number is not accessible, the coinbox must be drilled out and replaced at the owner's expense!



### ALL MODEL OPTIONAL

Front Panel Lock

Delivered with lock blank  
Whirlpool Corp lock blank part #387371

### INCLUDED ON COIN EQUIPPED MODELS Coinslide

**NOTE:** For non coin equipped models use Whirlpool Corporation part number 3954807, which contains:

- 8316520 V8 coinslide (adjustable from 0-\$2.00 vend)
- 8316522 Mechanical washer coinslide extension
- 8316523 Mechanical single dryer coinslide extension
- 8316521 Coinslide mounting bolt
- 8316525 Money box and key
- 8316526 Top (control panel) lock and key
- 8316524 Decal kit and instruction sheet.



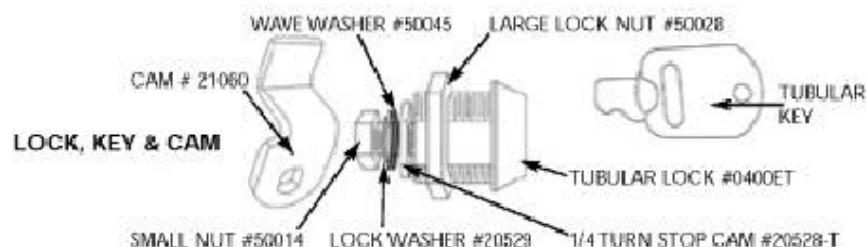
As this is a broad application kit, there are some extra parts left over for particular installations. **Electronic models require a special extension and switch assembly (Greenwald #1818, ESD #21921-21755 are 2 options)**

Whirlpool parts and service can be obtained by calling 1 800 NO BELTS from anywhere in the US or from [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc)

ESD parts may be obtained by calling ESD at 1 800 523-1510 or from [www.esdcoin.com](http://www.esdcoin.com)



## INSTALLATION OVERVIEW STACK DRYERS



**INCLUDED** on mechanical models, kit part 3390615 contains:

- 2) 343777 timing cam 6 pin (30 °)
- 2) 3387974 timing cam 3 pin (60 °)
- 2) 3390424 slide extensions
- 4) 96435 (or 340086) machine screws
- 2) 339855 4-Pin (45 °) Factory installed

Also Available from Whirlpool Corporation as service parts are:

- 339854 9-Pin (20 Min.) Optional
- 339853 12-Pin (15 Min.)

**ALL MODEL OPTIONAL** Control panel lock and Key must be installed upon delivery (lock and key assembly located inside coin kit part 3954807. All control panel lock keys are 777 key code) Whirlpool Corp. part # 8316526 ESD part # 0400ET

**ALL MODEL OPTIONAL NOTE:** Coinslides are not included with the dryer and must be purchased separately. For this installation instruction, quantity 2 of Whirlpool Corporation part number 3954807 are used. This kit contains:

- 8316520 V8 coinslide (adjustable from 0-\$2.00 vend)
- 8316522 Washer coinslide extension
- 8316523 Freestanding dryer coinslide extension (not used on CSP stack dryers)
- 8316521 Coinslide mounting bolt
- 8316525 Money box and key
- 8316526 Top (control panel) lock and key
- 8316524 Decal kit and instruction sheet.

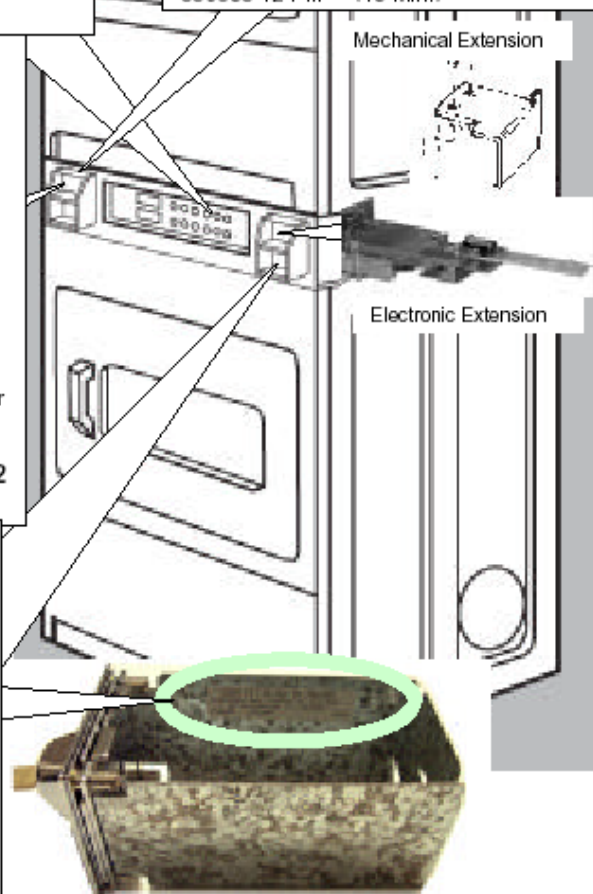
As this is a broad application kit, there are some extra parts left over for particular installations. Coinslide extensions are included with mechanical models. **Electronic models require a special extension and switch assembly (Greenwald #1818, ESD #21921-21755 are 2 options)**

### ALL MODEL OPTIONAL

Money box and key Whirlpool Corp part # 8316525 ESD Part # 72101XD

Key Code varies, code number on inside of moneybox (record and save number in a safe place!). Key delivered taped in lock. To obtain replacement coinbox keys, have your key number available and contact ESD

**NOTE:** If the coinbox key is lost and the key number has not been recorded, the key number can be viewed with an inspection mirror by removing the coinslide and looking through the coin funnel opening. If the key number is not accessible, the coinbox must be drilled out and replaced at the owner's expense!



Whirlpool parts and service can be obtained by calling 1 800 NO BELTS from anywhere in the US or from [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc)

ESD parts may be obtained by calling ESD at 1 800 523-1510 or from [www.esdcoin.com](http://www.esdcoin.com)

## COMMERCIAL LAUNDRY SERVICE POINTER SUMMARY

SERVICE POINTER #	DATE	SUBJECT
8178037	Sep-01	27" ELECTRIC DRYERS NOT HEATING
8178044	Sep-01	EMS1000 AND 2000, CONTROL PANEL DOESN'T ACCEPT COMMANDS
8178046	Aug-01	EMS1000, CYCLE DOESN'T COMPLETE
8178047	Aug-01	NO FILL, NOW VOLTAGE TO THE WATER VALVE
8178048	Aug-01	NEW DESIGN MOTOR COUPLER PART #285852
8178049	Sep-01	DRAIN HOSE KINKS
8178091	Sep-01	EMS1000 ELECTRIC DRYERS, NO MEDIUM OR LOW TEMPERATURE
8178135	Jan-02	BALANCE RING IS LOOSE OR PULLS OFF
8178150	Sep-01	EMS2000 WASHERS AND DRYERS, SMART CARD DOESN'T OPERATE
8178226	Jun-02	GCAM2701JQ0, TIMER STUCK IN SPIN
8178227	Jun-02	CHANGE IN LOCATION OF TECHNICAL INFORMATION
8178238	Aug-02	EMS1000 AND ADVANTECH™, CYCLE DOESN'T COMPLETE
8178240	Aug-02	CAW2762KQ0, BUTTONS TOO LOW IN CONSOLE
8178268	Sep-02	IMPROVED COLLAR SECURITY, STACK DRYERS
8178269	Sep-02	DRYER WIRING HARNESS NOT PROPERLY SECURED
8178296	Jan-03	DRYER DISPLAY SHOWS 240 MINUTES
8178388	Sep-03	BLANK DISPLAY, WASHER OR DRYER DOESN'T OPERATE
8178398	Oct-03	THE TIMER DOES NOT ADVANCE, MECHANICALLY CONTROLLED LAUNDRY

**NOTE:** Not all Commercial Laundry Service Pointers are represented in this manual.

ALL SERVICE POINTERS ONLINE: [http://www.servicematters.com/tech\\_ref/tech\\_ref\\_main.htm](http://www.servicematters.com/tech_ref/tech_ref_main.htm), SERVICE POINTERS  
 COMMERCIAL LAUNDRY ONLY: [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), TECHNICAL INFORMATION, SERVICE POINTERS  
 To receive pointers by email or FAX, or to edit or delete a current email or Fax from our distribution, see  
[http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe\\_all.html](http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe_all.html), or FAX changes to 269-923-5342.



## WHIRLPOOL COMMERCIAL ONLY

L8178135  
January 2002

☐ KITCHEN PRODUCTS ☒ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS

## ALL COMMERCIAL FREESTANDING 27" DIRECT DRIVE WASHERS

WITH 2.5 CU FT WASHBASKET

### CUSTOMER COMPLAINT:

Balance ring is loose or has pulled off of the washbasket.

### CAUSE:

The balance ring retaining clip is out of specification.

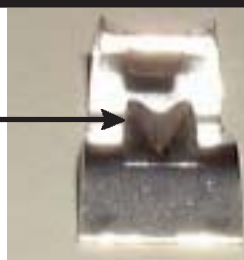
### CORRECTION:

Replace the balance ring as necessary using new design part number 387868. The balance ring clips included with the balance ring have been revised in several areas to provide a better grip onto both the balance ring and the basket. The new style clips were introduced at part code date 012410, where the first 2 digits are the year, 2nd 2 digits are the day and the 3rd 2 digits are the month. A code date is located at the bottom of the part number label on every parts box. To insure reception of the improved design, only use parts starting with this code date.

### RETAINING CLIP IMPROVEMENTS

1. V Shaped basket retaining area for two points of contact.
2. Clip lengthened to encourage bottoming of clip in the balance ring.
3. Retaining clips for balance ring improved.

①

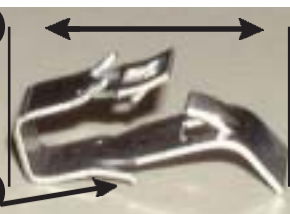


NEW DESIGN



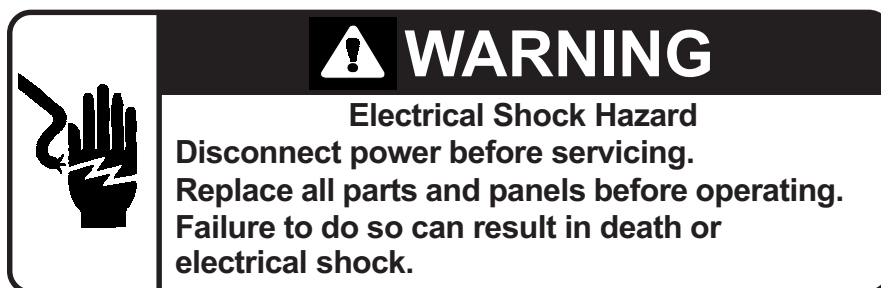
CURRENT DESIGN

②



③

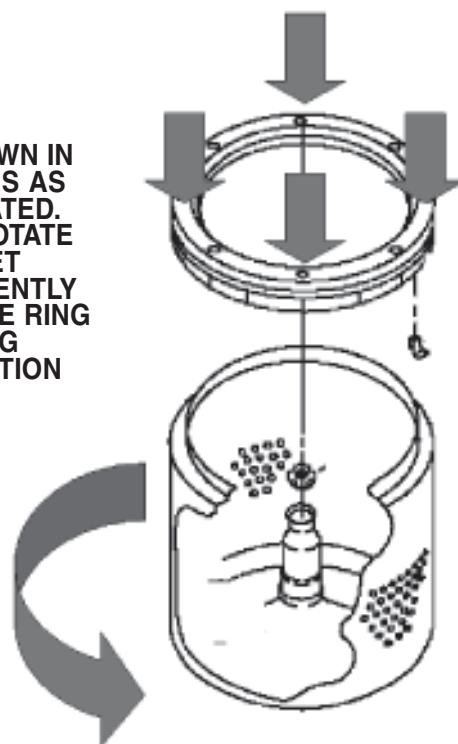




## BALANCE RING INSTALLATION INSTRUCTIONS

1. Disconnect electrical power before servicing the washer.
2. Remove the control panel retaining screws and flip up the control panel into the service position.
3. Remove the cabinet retaining clips; unplug the lid switch harness and any other additional harnesses (coinop models) that are necessary to remove the cabinet. Additionally on coinop models the front panel and side panel retaining screws must be removed.
4. Lift the cabinet away from the washer.
5. Release the air brake from the washer back panel, then the tub ring from the outer tub.
6. Slowly lift the balance ring from the washbasket, make sure all 8 balance ring-retaining clips are accounted for. Retaining clips can damage the pump impeller if drawn into the pump. Inspect the outer tub and pump impeller for damage. Replace the outer tub (part number 63125) and pump (part number 3363394) if either part shows signs of damage. If all 8 retaining clips are accounted for, skip to step 10. If all 8 clips are not located, continue to step 7.
7. Remove the agitator cap and retaining bolt, then remove the agitator.
8. Remove the washbasket spanner nut using the appropriate spanner wrench.
9. Apply downward pressure to the edge of the washbasket to release it from the drive block, then remove the washbasket from the washer. Check the outer tub for the remaining missing balance ring retaining clips.
10. Set the balance ring onto the washbasket. Once placed onto the basket, apply downward pressure to the balance ring with both hands to insure the balance ring is locked onto the basket. Move your hands 90° to where pressure was first applied and apply pressure on the balance ring again. Do not spin the balance ring independently from the washbasket! This may damage the new clips!
11. If the washbasket has been removed from the washer turn the basket and balance ring assembly over so the balance ring is in contact with the floor. Apply pressure onto the bottom of the washbasket to ensure the balance ring is properly seated on the washbasket. Reinstall washbasket, spanner nut and agitator.
12. Re install the tub ring and air brake. Replace the tub ring (part number 3360611) if it shows signs of damage.
13. Reinstall the cabinet, cabinet clips and wiring harness connections. Reinstall the side panel mounting screws and front access panel on models so equipped.
14. Close the control panel and reinstall the control panel mounting screws.

**PRESS DOWN IN  
LOCATIONS AS  
ILLUSTRATED.  
DO NOT ROTATE  
BASKET  
INDEPENDENTLY  
OF BALANCE RING  
DURING  
INSTALLATION**



# SERVICE POINT

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT



## WHIRLPOOL COMMERCIAL ONLY

L8178226  
June 2002

☐ KITCHEN PRODUCTS ☒ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS

## ON PREMISE WASHER MODEL GCAM2701JQO

### COMPLAINT:

The washer is stuck in spin.

### CAUSE:

There are two possible causes:

1. The Ramp to off feature of the timer is malfunctioning causing the timer not to advance through spin.
2. A missing wiring harness clip allows the timer wiring harness to be improperly routed tangling in the timer shaft preventing timer advancement.

### SOLUTION:

Check the product to ensure the proper wiring harness clip is installed (part 3347812) and replace the timer with part 3946928.



### WARNING

**Electrical Shock Hazard**  
Disconnect power before servicing.  
Replace all parts and panels before operating.  
Failure to do so can result in death or electrical shock.

1. Disconnect electrical power to the washer
2. Remove the console screws and rotate the console into the service position.
3. Identify the wiring harness clip location behind the timer on the back panel (feature panel). If the clip is not present, install the clip as illustrated, part number 3347812 (Figure 1). Make sure the clip is bottomed onto the feature panel. Failure to bottom the clip can result in the clip releasing and the wiring harness tangling in the timer shaft.

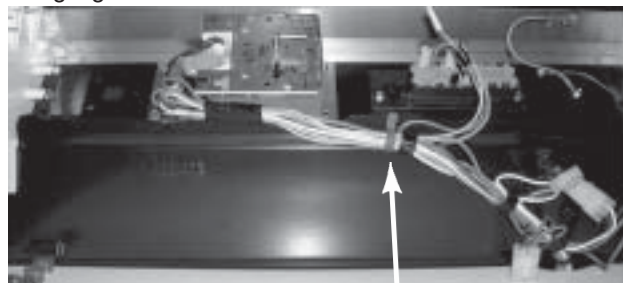
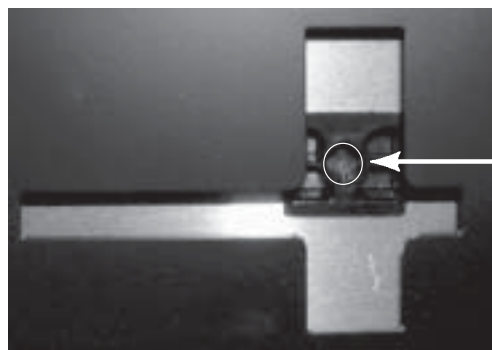


FIGURE 1

4. If the clip is installed and the wiring harness is properly secured within the console, replace the timer. NOTE: Care must be taken to insert the timer shaft into the center of the start switch. If the shaft is not properly inserted into the start knob, the timer will not operate (Figure 2).



TIMER SHAFT  
MUST BE  
INSERTED IN  
CENTER HOLE

FIGURE 2

5. Advance timer using the advance arm to the final spin. Make sure the wiring harness is routed behind, rather than under the timer (Figure 3).
6. Close the console, replace the console screws and reapply power to the washer.
7. Verify proper operation of the timer by monitoring cycle advancement from spin to off, ensuring the push to start button ramps out from the run to the start position.



INCORRECT HARNESS  
ROUTING

CORRECT HARNESS  
ROUTING

FIGURE 3





## WHIRLPOOL COMMERCIAL ONLY

L8178227  
June 2002

☐ KITCHEN PRODUCTS ☒ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS

## K LINE ELECTRONIC COMMERCIAL WASHERS, ALL K LINE COMMERCIAL DRYERS

WASHER MODELS	ELECTRIC DRYER MODELS	GAS DRYER MODELS
CAE2761KQ0	CEE2760KQ0	CGE2761KQ0
CAE2762KQ0	CEE2790KQ0	CGE2791KQ0
CAE2792KQ0	CEM2750KQ2	CGM2751KQ2
CAP2761KQ0	CEM2760KQ2	CGM2761KQ2
	CEP2760KQ0	CGP2761KQ0
	CSP2740KQ0	CSP2741KQ0
	CSP2760KQ0	CSP2761KQ0
	CSP2770KQ0	CSP2771KQ0

NOTE: Canadian models affected are the same as above but begin with Y.

### Change in Location of Technical Information

The location of the wiring diagram, tech sheet and parts list has changed with the introduction of the above models to behind the front access panel on the washer, and behind the toe panel on the dryer. The information is enclosed in a plastic bag to insure the documents are preserved over the life of the product. The change was initiated to help ensure technical information stays with the product, as well as preventing technical information from interfering with product operation.

### ⚠ WARNING

**Electrical Shock Hazard**  
Disconnect power before servicing.  
Replace all parts and panels before operating.  
Failure to do so can result in death or electrical shock.

### ACCESSING THE LITERATURE PACK

1. Disconnect electrical power.

#### WASHERS

2. Remove the two (2) T-20 Torx screws from the bottom of the front panel (Figure 1).



FIGURE 1

3. Tilt the bottom of the front panel up and forward to release the top panel clips and remove the front panel.

#### DRYERS

1. Remove the dryer toe panel by inserting a putty knife approximately 3" in from the sides of the unit to release the spring clips (Figure 2). Pull the top of the panel forward to release.

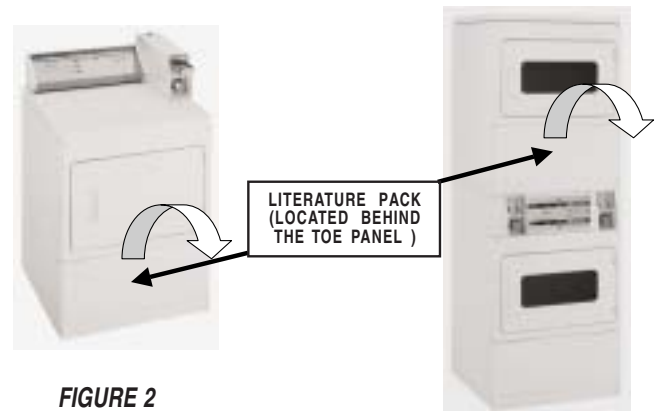


FIGURE 2

# SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT



## WHIRLPOOL COMMERCIAL ONLY

**L8178238**  
**September 2002**

☐ KITCHEN PRODUCTS ☒ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS

**Remove & destroy**  
**pointer L8178046**  
**dated September 2001**

**⚠ WARNING**

**Electrical Shock Hazard**  
Disconnect power before servicing.  
Replace all parts and panels before operating.  
Failure to do so can result in death or electrical shock.

**IMPORTANT:** Electrostatic Discharge (ESD) Sensitive Electronics  
Do not open the package containing the service replacement electronic board until it is time to install it. ESD conditions are present everywhere. ESD may damage or weaken the electronic boards. The new board may appear to work well after repair is finished, but failure may occur at a later date due to ESD stress.

- Use an anti-static wrist strap. Connect wrist strap to green ground connection point or unpainted metal in the appliance.

- If anti-static wrist strap is not available, touch your finger repeatedly to a green ground connection point or unpainted metal in the appliance.
- Before removing the board from its package, touch the anti-static bag to a green ground connection point or unpainted metal in the appliance.
- Avoid touching electronic parts or terminal contacts.
- Handle electronic boards by their edges only.

### ADVANTECH™ and EMS1000 WASHERS AND DRYERS

WASHER MODELS	ELECTRIC DRYER MODELS	GAS DRYER MODELS
CAE2761KQ0	CEE2760KQ0	CGE2761KQ0
CAE2762KQ0	CEE2790KQ0	CGE2791KQ0
CAE2792KQ0	CEP2760KQ0	CGP2761KQ0
ALL CAP2761 AND CAP2762	CSP2770KQ0	CSP2771KQ0

#### CONDITION:

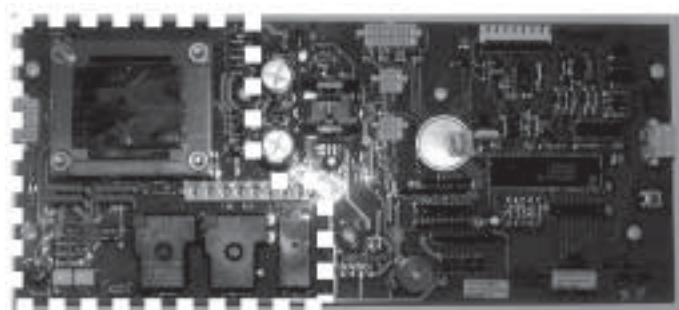
The cycle does not complete, or the cycle resets and vend price shows when the washer finishes filling or the dryer gas valve cycles.

#### CAUSE:

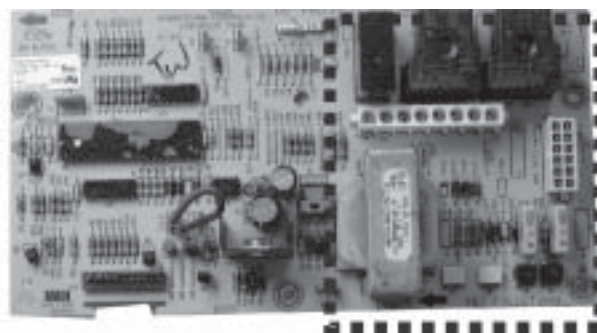
The suppressor on the line in or the quencher is not operating or has been removed.

#### RESOLUTION:

Inspect the washer or dryer for installation of the quencher and the suppressor as described on the following page. The suppressor assembly is designed to absorb line spikes to prevent damage to the electronic control. Some spikes are above the ability of the suppressor to absorb and cause suppressor or control failure. Visually inspect the suppressor for signs of discoloration. In the event that the line filter MOV within the suppressor fails as indicated by the MOV turning from red to black, the board should be inspected for evidence of damage. Replace suppressor with part number indicated in the suppressor /quencher table. Replace the board if there is extensive discoloration in the illustrated areas combined with erratic operation.



ADVANTECH™ CONTROL





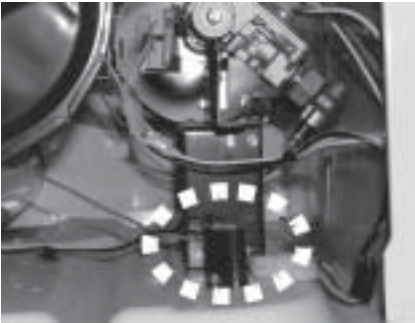



EMS1000 CONTROL



A quencher is located in the wiring harness near the water level switch on the washer and screwed to the cabinet of the gas dryer in front of the burner assembly. The quenchers are designed to reduce EMI from the water level switch or gas valve when they change state. EMI generated from a switch state change may cause the electronic control to reset during a cycle when a quencher has failed or has been removed.

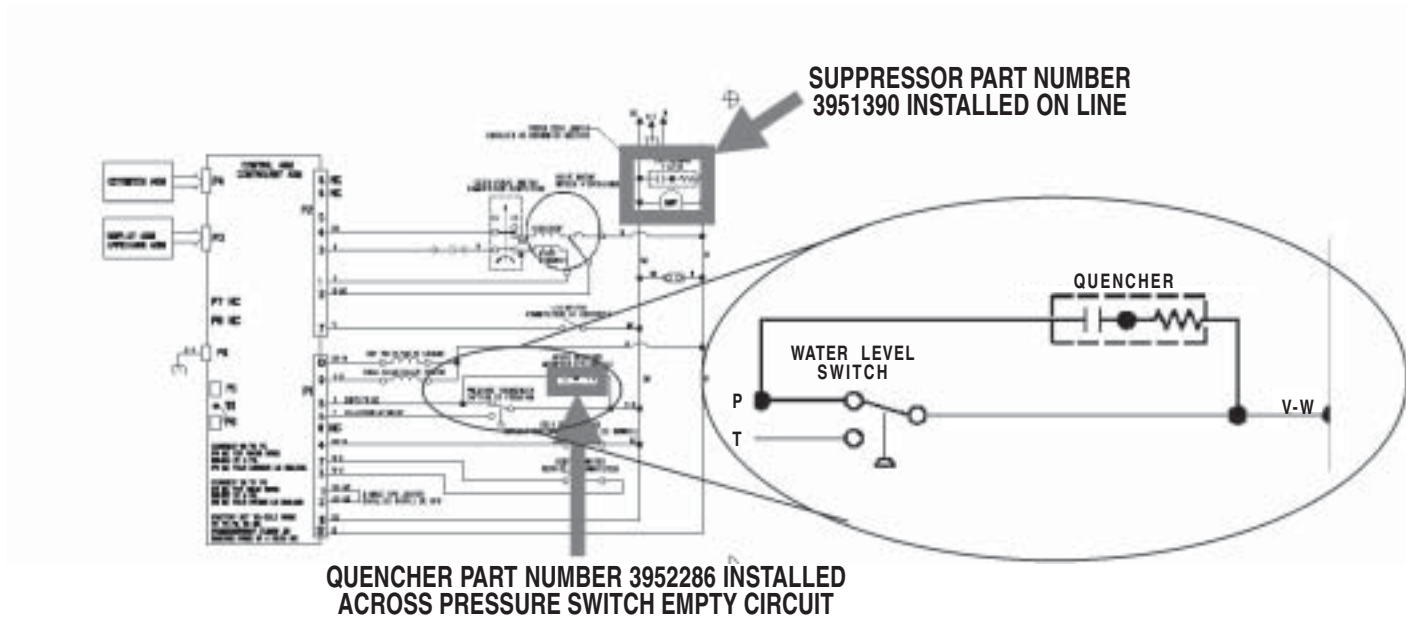
Kit 3952286 is designed to replace the water level switch quencher on EMS1000 washers built prior to 1999. Starting with 1999 production the water level switch quencher is integral to the wiring harness necessitating harness replacement for quencher failure.

<b>SUPRESSOR QUENCHER APPLICATION TABLE</b>		
<b>PRODUCT</b>	<b>SUPRESSOR LINE IN, PART NUMBER AND LOCATION</b>	<b>QUENCHER PART NUMBER AND LOCATION</b>
EMS1000 WASHERS PRIOR TO 1999	3951390 Located between power cord plug and wiring harness plug 	3952286 on water level switch in console 
EMS1000 AND ADVANTECH™ WASHERS AFTER 1999		1999 and after in harness near water level switch connection, harness must be replaced if quencher fails 
EMS1000 AND ADVANTECH™ GAS DRYERS	3406196 Located in the console behind the power cord access panel 	located in the wiring harness near the gas valve, harness must be replaced if quencher fails 
EMS1000 AND ADVANTECH™ ELECTRIC DRYERS	3406197 Located at the black and white harness plug near the power cord terminal block 	

## **QUENCHER REPLACEMENT EMS1000 WASHERS PRIOR TO 1999 WITH WATER LEVEL SWITCH IN THE CONSOLE**

1. Unplug the washer from the AC outlet.
2. Remove the screws from the front bottom of the console and rotate the console up into the service position.
3. Disconnect the violet wire with the white stripe from the pressure switch.
4. Connect either quencher wire into the pressure switch where the violet wire with the white stripe was removed.
5. Reconnect the violet wire with the white stripe to the piggyback connector on the quencher wire.
6. Disconnect the pink wire from the pressure switch.

7. Connect the remaining quencher wire in place of the pink wire on the pressure switch.



8. Connect the pink wire to the piggyback connector on the quencher wire.
9. Route the black quencher wires, along with the pink and tan wires, and use a wire tie to tie them together near the quencher body.
10. Close and secure the console.
11. Reconnect power to the washer.

## **SUPPRESSOR REPLACEMENT EMS1000 and ADVANTECH™ WASHERS**

1. Remove the 2 control panel screws at the base of the console and rotate the console open into the service position.
2. Remove the electrical tape that secures the suppressor/quencher assembly to the wiring harness.
3. Unplug the suppressor from the power cord connector and the wiring harness connector.



**SUPPRESSOR  
HARNESS AND  
POWER CORD  
CONNECTORS**



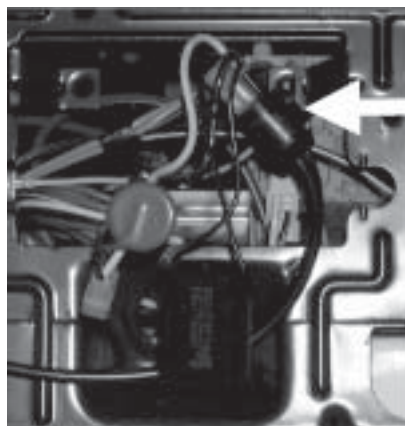
**SUPPRESSOR  
BYPASSED**

**NOTE:** On washers it is possible to plug the wiring harness connector directly into the power cord connector **BYPASSING** the suppressor. On dryers the unit will operate without the suppressor plugged in. This will expose the control to line transients (voltage spikes) that can damage the control. Internal switch closures may also cause the control to reset. **NEVER** eliminate the suppressor or quencher!

## **SUPPRESSOR REPLACEMENT 27" EMS1000 and ADVANTECH™ DRYERS**

1. Disconnect electrical power.
2. On gas dryers remove the power cord access panel from the rear of the dryer.
3. Remove the power cord from the backsplash.
4. On electric dryers remove the control panel mounting screws and rotate the console open into the service position.
5. Unplug the suppressor from the power cord and wiring harness and replace.
6. Replace all panels and reconnect electrical power.

**NOTE:** On 29" Dryers remove the rear access panel to gain access to the suppressor assembly located underneath the terminal block.



**UNPLUG  
SUPPRESSOR AT  
POWER CORD AND  
HARNESS  
CONNECTION**

# SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT



## WHIRLPOOL COMMERCIAL ONLY

L8178240  
September 2002

☐ KITCHEN PRODUCTS

☒ LAUNDRY PRODUCTS

☐ REFRIGERATION PRODUCTS

## WASHER

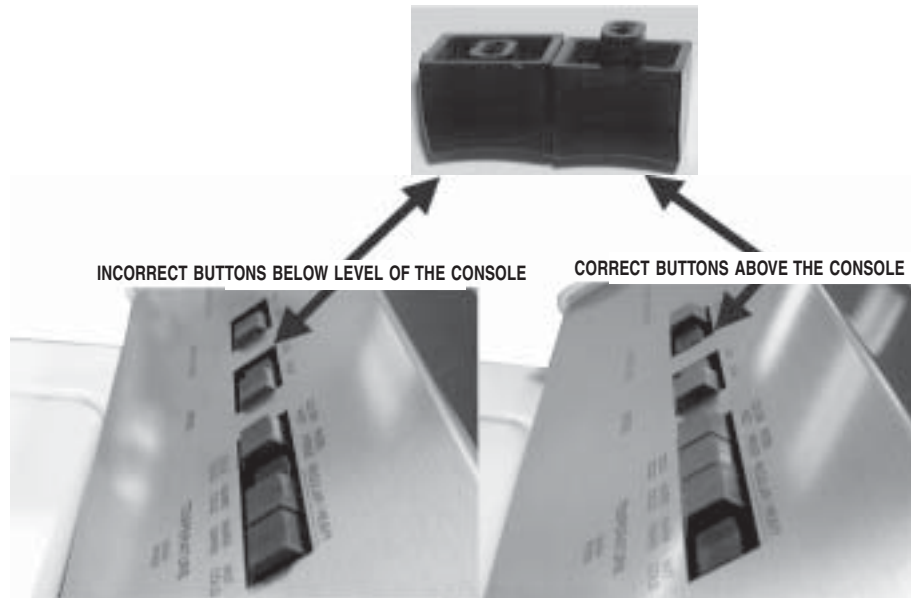
MODEL CAW2762KQ0, SERIAL RANGE ALL PRIOR TO CM28

### COMPLAINT:

The cycle selector switch buttons when pushed are below the level of the console which can cause the buttons to jam.


### CAUSE:

The incorrect buttons were installed on the cycle selector switch for some portion of the first 500 production units.



### SOLUTION:

Replace the cycle selector switch assembly with part number 3954774

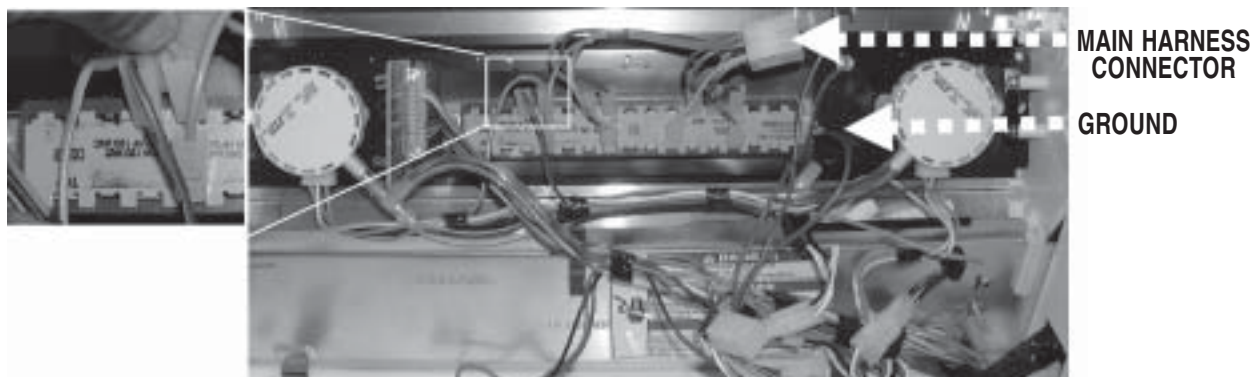


## ⚠ WARNING

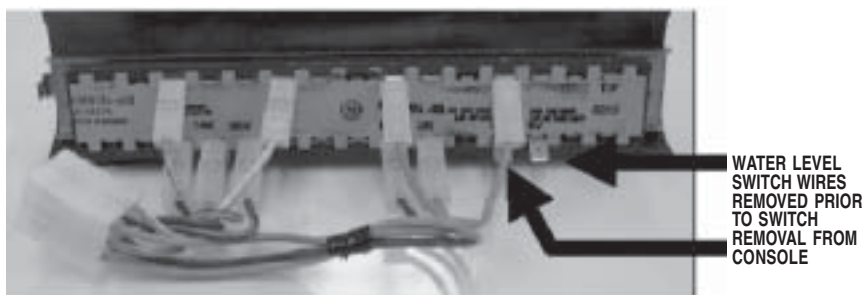
**Electrical Shock Hazard**  
Disconnect power before servicing.  
Replace all parts and panels before operating.  
Failure to do so can result in death or electrical shock.

## PROCEDURE:

1. If the product is in the box, open the top of the box and look at the cycle selector switch. If the top of any of the selector switch buttons when depressed are **BELOW** the level of the console, the switch assembly must be replaced, proceed to step 2. If the buttons when depressed are not below the level of the console, repack the box.
2. If the washer has been installed, disconnect electrical power.
3. Remove the 2 T-15 console-retaining screws and rotate the console open into the service position.
4. Unplug the main harness and ground wire from the cycle selector switch.



5. Remove the water level switch PY and PW connections from the cycle selector switch.
6. Remove the 1/4" cycle selector switch mounting screws and remove the switch from the console.
7. Remove the selector switch harness one wire at a time, placing the removed wire on the new switch in the same location as removed from the old switch.



8. Reinstall the switch into the console with the 1/4" mounting screws.
9. Reconnect the selector switch harness connector and ground wire, and close the console.

**NOTE:** Care must be taken while closing the console in order to avoid causing the indicator lights to pop off the console. After closing the console, lightly pull up on the indicator light lenses to insure they are properly locked onto the indicator lights. If the lenses are loose in the console, open the console and resecure the lights onto the lenses.





# SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT



## WHIRLPOOL COMMERCIAL ONLY

L8178268  
October 2002

☐ KITCHEN PRODUCTS ☒ LAUNDRY PRODUCTS ☐ REFRIGERATION PRODUCTS

## ALL STACK DRYERS, ALL MODELS THAT BEGIN WITH CS, CSP

**⚠ WARNING**

**Electrical Shock Hazard**  
Disconnect power before servicing.  
Replace all parts and panels before operating.  
Failure to do so can result in death or electrical shock.

### COMPLAINT:

Income decreasing from stack dryer, or upper dryer loose from collar assembly.

### CAUSE:

The factory 1/2" Hex head bolts that secure the upper dryer to the collar assembly have been removed allowing unauthorized access to the collar.

### SOLUTION:

Install Security Kit Part # 285875

Kit Contains:   Screw (2)  
                  Cotter Pin (2)  
                  Instruction Sheet (1)



### PROCEDURE:

1. Disconnect electrical supply to unit.
2. Remove the lower access panel on the upper dryer unit by inserting a putty knife approximately 3" in from the sides of the unit to release the spring clips (Figure 1). Pull the top of the panel forward to release.
3. Remove the hex head bolts from the front two corners of the upper dryer (Figure 2).

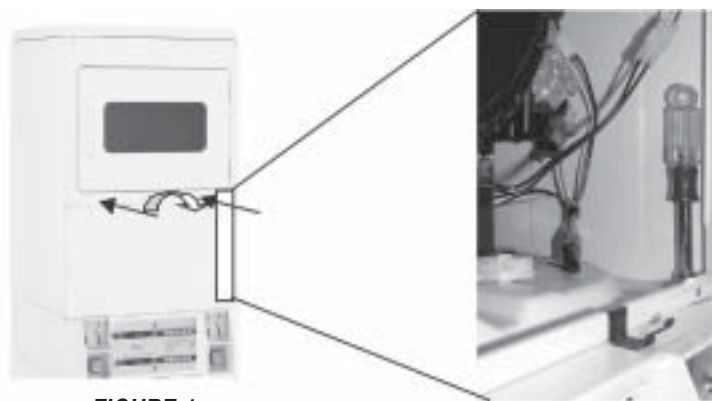


FIGURE 1

FIGURE 2

This kit is designed to prevent unauthorized access to the collar and meter case assembly on stack dryers by replacing the original factory 1/2" hex head bolts that secure the upper dryer to the collar with the T40 Torx head bolts and retaining clips. After the kit is installed the upper dryer can only be removed by first gaining access to the control panel assembly with the proper key. The contents of this kit are factory installed on all stack dryers after serial numbers that begin with ML50. The kit will retrofit to all stack dryer models.

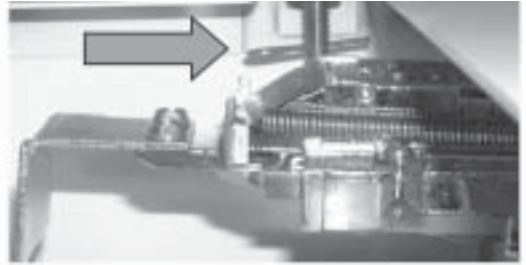
4. Replace the factory installed hex head bolts with the T40 screws included in this kit and tighten in place.

5. Open the control panel console lock and remove the installed money acceptors (Figure 3).



**FIGURE 3**

6. Install the cotter pins (included) through the holes in the T40 screws (Figure 4).



**FIGURE 4**  
*Upper Right Front of Collar*

7. Reinstall the money acceptors.
8. Reinstall the control panel and re-lock the panel.
9. Reconnect electrical supply.



## WHIRLPOOL COMMERCIAL ONLY

L8178269  
October 2002

☐ KITCHEN PRODUCTS

☒ LAUNDRY PRODUCTS

☐ REFRIGERATION PRODUCTS

## EMS1000 and ADVANTECH™ GAS AND ELECTRIC DRYERS

	ELECTRIC DRYER MODELS	GAS DRYER MODELS
METERCASE MODELS	YCEE, CEE2760KQ0	CGE2761KQ0
	YCEP, CEP2760KQ0	CGP2761KQ0
FULL CONSOLE MODELS	CEE2790KQ0	CGE2791KQ0

### COMPLAINT:

The wiring harness is not properly secured in the console.

### CAUSE:

The factory wiring harness clips were mispositioned on the wiring harness and did not align with the mounting holes on the dryer rear panel and bulkhead. As a result the wiring harness may not be properly secured at one or both mounting points.

### SOLUTION:

Install service harness clip part number 3391018 and insulator 304825 as detailed below:

- Verify that both the rear bulkhead clip, located on the upper right rear facing the back of the unit (Figure 1) and the console rear panel clip (Figure 2) are in place. On some units the console rear panel warning label may be placed over the harness clip hole location. Inspect the sticker to locate the hole and insure the clip is installed. It may be necessary to open a hole in the label to install or insure installation of the clip. Do not remove the warning label. If both clips are in place in the back panel and bulkhead, no repair is necessary.



FIGURE 1

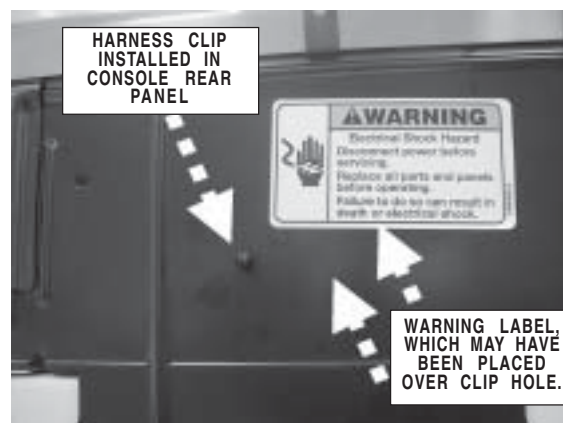


FIGURE 2

### ⚠ WARNING

**Electrical Shock Hazard**  
Disconnect power before servicing.  
Replace all parts and panels before operating.  
Failure to do so can result in death or electrical shock.

**NOTE:** On electric dryers the control panel should only be open with the power cord cover in place. If the power cord cover is removed with the console in the service position and power is applied, there is a risk of shock and product damage.

- If the unit is still in the carton, confirm that there is not a blue dot on the carton model/serial tag label, indicating that the unit has already been serviced. If a blue dot is present, the repair has been implemented and no action need be taken.
- If the unit is uncartoned proceed to step 4.
- If there is no blue dot present open top flaps of carton with dryer upright. All repairs can be made without removing dryer from carton.

5. If the bulkhead clip (Figure 1) is in place as illustrated proceed to step 8. If clip is not in place, the dryer top must be removed.
6. Remove the 2 T-15 Torx screws from the console and rotate the console back on its two (2) hinges into the service position (Figure 3).



**FIGURE 3. T-15 TORX**

7. Remove the three-rear panel to cabinet screws and gently slide the cabinet top forward to reveal the harness-mounting hole in the bulkhead.

**NOTE:** If the factory installed front lock blank has been replaced with an optional top front lock, the lock must be removed in order to remove the dryer top.

8. Pull any excess harness slack from the drum area up into the console, and secure the harness clip(s) into the rear panel and or bulkhead hole(s) (Figures 1, 2, 4). If the harness is too tight and cannot be clipped in using the existing clip(s), new clip(s), (part # 3391018) can be added.



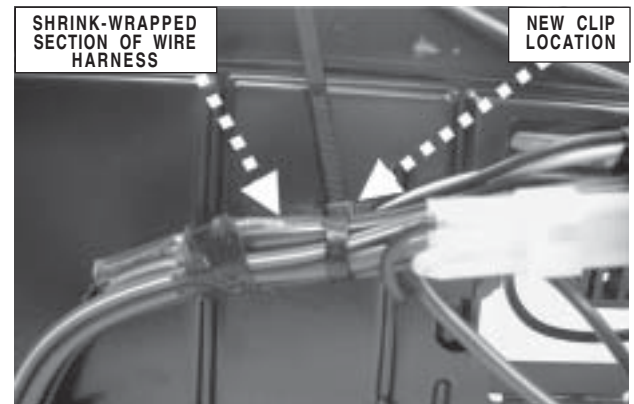
**FIGURE 4. LOCATION OF SECOND CLIP  
(USED ON METERCASE MODELS ONLY WHEN FACTORY  
CLIP CANNOT BE PULLED INTO POSITION)**

9. The additional clips, (part # 3391018) should only be added if the harness is too tight to secure into the mounting hole(s) with the existing clip(s). Attach the additional clip(s) onto the harness when required immediately above the existing clip(s) within 1". To attach the clip(s), the bullet end remains on top of the harness, the free end is looped under the harness and pulled tight with pliers (Figure 3). Cut off any free length.
10. On full console models, attach the harness clip immediately above the shrink wrapped section of the harness (figure 5). Secure the clip onto the harness as detailed in step 9.



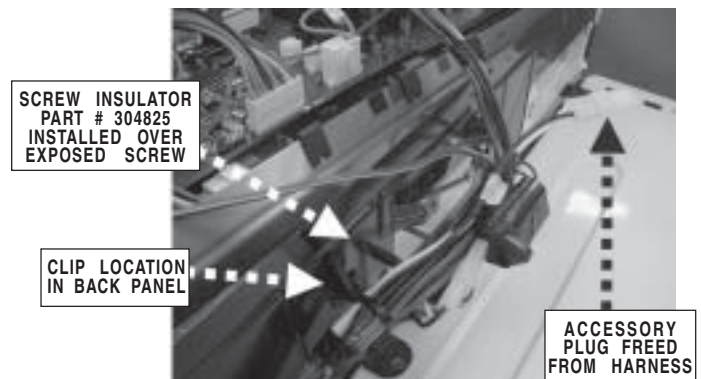
**FIGURE 5. HARNESS CLIP SECURED IN REAR PANEL  
IN ORIGINAL POSITION, METERCASE MODELS**

11. Cut off excess free length of clip's zip strip.
12. Place rubber insulator part# 304825 over the exposed screw.
13. Snap the new clip(s) into the existing hole(s) on the back panel or bulkhead. Make sure the harness does not contact the drum (Figure 6).



**FIGURE 6. PLACEMENT OF NEW CLIP  
ON HARNESS, FULL CONSOLE MODELS**

14. Check to see that the accessory plug connected to the black and white wires pulled free from the rest of the harness (Figure 7).



**FIGURE 7. FULL CONSOLE MODELS**

15. Reassemble unit and reconnect electrical service, insert coins, tokens or user card and test operation.

# SERVICE POINTER



**FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT**

☐ LAUNDRY PRODUCTS   ☐ REFRIGERATION PRODUCTS   ☐ KITCHEN PRODUCTS

☒ COMMERCIAL LAUNDRY

**L8178296**  
**February 2003**

*THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:*



☐ **KitchenAid**



☐ OEM BRANDS

## ALL FREESTANDING METERCASE EQUIPPED ADVANTECH™ WASHERS AND DRYERS

ELECTRIC DRYER MODELS	GAS DRYER MODELS
CEE2760KQ0	CGE2761KQ0
CEE2790KQ0	CGE2791KQ0

**THE DRYER DISPLAY SHOWS 240 MINUTES;  
CUSTOMERS DO NOT HAVE TO PAY TO OPERATE DRYER.**

### COMPLAINT:

The dryer display shows 240 minutes. Customers do not have to pay to operate the dryer.

### CAUSE:

A software issue causes the dryer to count up to 240 minutes ONLY when a coindrop is installed and the customer selects a cycle between 12:00 and 1:00PM on Monday. After operation on Several Mondays between 12:00 and 1:00PM, 240 minutes will be displayed.

### RESOLUTION:

The firmware version on the dryer board must be updated from version 3.12 to version 3.13 by downloading a firmware update from the Trade Partner Support Center site at [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), or by replacing the control board, part number 3407165.

All ADVANTECH™ Commercial Laundry controls are re-programmable through the infrared communications port

with a Palm™ OS equipped handheld loaded with the ADVANTECH™ software application.

When additional features are added to the ADVANTECH™ firmware, they can be downloaded from the link below by selecting the download FRMW for washers and download FRMD for dryers. Download to the following directory: C:\Palm\add-on. The firmware can then be imported to the ADVANTECH™ Software application, transferred to the Palm™ OS equipped handheld, then beamed via infrared into the washer or dryer control.

**NOTE:** In order to update the firmware, ADVANTECH™ management software program must be installed and operational on your PC.

**NOTE:** Before proceeding all passwords including service tech ID must be set and loaded onto the handheld. If collecting audit data, collect prior to reprogramming, as new firmware will delete all service, set up and audit data.

Archway (Form) Number	Whirlpool Part Number	Description	Contains	Ordering and Viewing Information
N/A	8524745	PC User's Assembly	Complete Palm™ handheld application, PC management software CD, and software manual	Available through Whirlpool Corp. Literature Department 1-800-851-4605 www.whirlpoolcorp.com/cltpsc
CWLX043	8524744	Management Software CD only CD contains sales overview video installation and set up video, software manual and software		Available at www.coinop.com, or call, 1-800-643-3444 Available through Whirlpool Corp. Literature Department 1-800-851-4605 www.whirlpoolcorp.com/cltpsc

1. Go to:  
[http://www.whirlpoolcorp.com/cltpsc/techinfo/tech\\_support/firmware/firmwaredefault.htm](http://www.whirlpoolcorp.com/cltpsc/techinfo/tech_support/firmware/firmwaredefault.htm)  
and download the dryer firmware. Once downloaded to your PC, proceed as follows:
2. Boot the ADVANTECH™ software application.
3. Press the PDA sync button in the ADVANTECH™ software application.
4. Select Advanced sync features, import-reprogramming file.
5. Locate the downloaded reprogramming file on your PC in C:\Palm\ add-on\dryer313.txt.
6. Press Process ISP, then yes.
7. On the PDA sync menu, check the “include ISP” box.
8. Press the HotSync® button on the cradle.



<b>Select a location:</b> City Laundry No. 1 City Laundry No. 2  <b>Address:</b> 1234 Any Street <b>City :</b> Any City <b>State:</b> MI <b>Zip:</b> 49001 <b>Phone:</b> 616-123-4567 <input type="button" value="Continue"/> <input type="button" value="Back"/>	<b>Select a command</b> <input type="button" value="INITIALIZE"/> <input type="button" value="SEND SETUP"/> <input type="button" value="GET AUDIT"/> <input type="button" value="UTILITIES"/> <input type="button" value="ONE TOUCH"/> <input type="button" value="Back"/>	<b>Utilities</b> <input type="button" value="Service mode"/> <input type="button" value="Set time"/> <input type="button" value="Start cycle"/> <input type="button" value="Get time"/> <input type="button" value="End cycle"/> <input type="button" value="Get setup"/> <input type="button" value="Run diagnostic"/> <input type="button" value="Reprogram"/> <input type="button" value="Machine info"/> <input type="button" value="Back"/>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

9. Unlock, open and remove the metercase access door, and push and hold the rocker switch located inside the meter case. Hold down the service switch during the reprogramming process. Reprogramming takes approximately 3 minutes per unit and is complete when done is displayed.



10. Open the ADVANTECH™ Palm Application, choose select location, and pick the appropriate location. Choose utilities, reprogram. Aim the infrared port on the Palm device into the IR port on the ADVANTECH™ console, just to the right of the cents position on the display.

**NOTE:** The switch must be held at the same time the firmware is transferred. Reprogramming cannot begin until the display shows vend price. If the switch is released or the infrared beam is interrupted, the process can continue as soon as both actions are resumed. The process does not start over if the beam is interrupted or if the switch is released.



11. To verify updated firmware load, press service switch again and release. HOT temperature LED begins blinking to confirm that the switch was pushed. The machine's lifetime cycle count now shows on display.

**NOTE:** The display automatically returns to the vend price after 1 minute.

12. Press position 5, then 1, then 3. Version displayed should be 3.13
13. Select location and initialize, set serial number.
14. Select send setup, choose the proper coindrop template and select send.
15. Deposit coins to insure proper operation.
16. Select utilities, end cycle.
17. Reinstall and close and relock the metercase access panel.



# SERVICE POINTER

FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT



## WHIRLPOOL COMMERCIAL ONLY

L8178388  
September 2003

☐ KITCHEN PRODUCTS

☒ LAUNDRY PRODUCTS

☐ REFRIGERATION PRODUCTS

## Commercial Washers/Dryers

GAS MODELS: CGP2761, CGP2961

ELECTRIC MODELS: CAP2761/2762, CEP2760/2960

### CUSTOMER COMPLAINT:

Blank Display, washer or dryer does not operate.

### CAUSE:

PC board failure due to irregular voltage supply to the machine, causing the protector in the PC board transformer to overheat and open.

### CORRECTION:

Replace failed board with a revised PC board. Revised boards have been modified to tolerate higher voltage spikes that are common in some areas of the country.

### WARNING



#### Electrical Shock Hazard

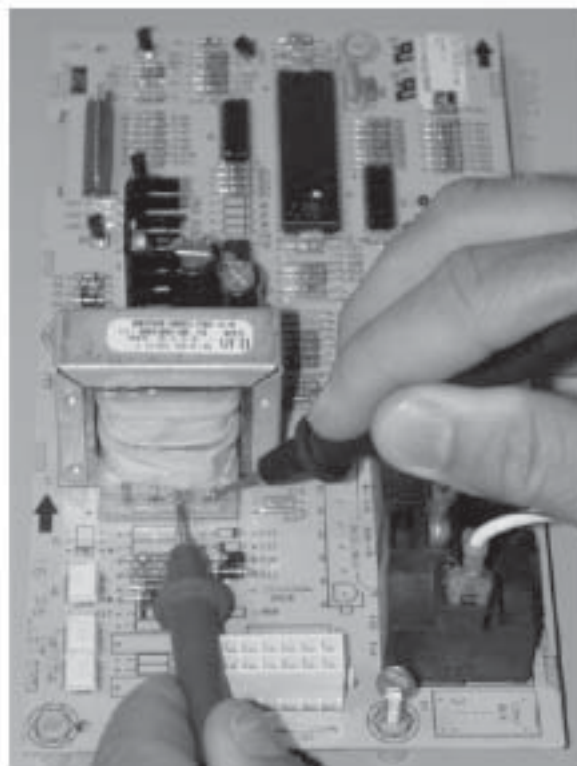
Disconnect power before servicing.  
Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

### TEST FOR FAILED BOARD:

With power disconnected to the machine, use an ohmmeter, set to continuity. Check for continuity between pins #3 and #4 on the transformer, there should be continuity. No continuity indicates an open thermal protector in the transformer, and a bad board.

Pins 3 & 4 are the 2 pins on the right side of the transformer with the PC board oriented as in the picture. Notice the arrows on the board.



### NOTE: Products affected are of the EMS1000 product line only!

Part numbers affected by the revision: **Washer part #3407152 & Dryer part #3407149.**

Revised parts are marked "**Revision A**"; all original parts have been purged from inventory. Dealer and servicer stock should be returned to point of purchase for replacement with revised parts!

## WHIRLPOOL COMMERCIAL ONLY

L8178398  
October 2003

☐ KITCHEN PRODUCTS

☒ LAUNDRY PRODUCTS

☐ REFRIGERATION PRODUCTS

## Mechanically Controlled Commercial Laundry

Gas Models: Dryers - CGM2751JQ / CGM2761JQ

Electric Models: Washers - CAM2752JQ/CAM2761KQ; Dryers - CEM2750JQ/CEM2760JQ

### CUSTOMER COMPLAINT:

The timer does not advance.

### CAUSE:

Unused timer wire harness of the payment feature connector is tangled in the timer clutch, preventing the timer from advancing. This harness is from the lower, white terminal block of the timer.

### WARNING



#### Electrical Shock Hazard

Disconnect power before servicing.  
Replace all parts and panels before operating.

Failure to do so can result in death or electrical shock.

1. Unplug or disconnect the power to the machine!
2. Unlock and remove the service access door from the top of the meter case (figure #1).
3. Move the wire harness from in front of the timer where it can tangle in the clutch (figure #2), to a position under the timer (figure 3).
4. If the machine is to be moved around following the repair, additional securing may need to take place.
5. To additionally secure the wire harness, remove the timer by loosening the two-5/16 hex screws on the timer bracket, then pull the timer up and out of the meter case.
6. Fold the wire harness in half and secure it in place behind the timer with a wire harness clip, part #3391018.
7. Reinstall the timer and the service-access door.
8. Reconnect the power to the unit and verify proper operation.

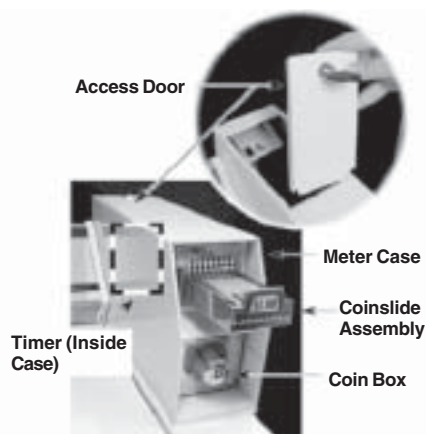
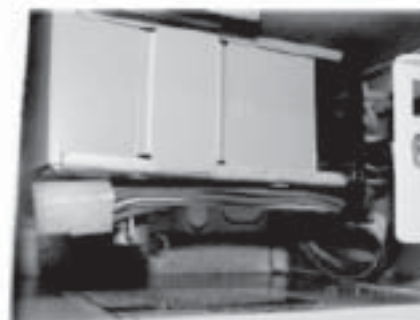


FIGURE 1



Feature connector tangled in the timer clutch.

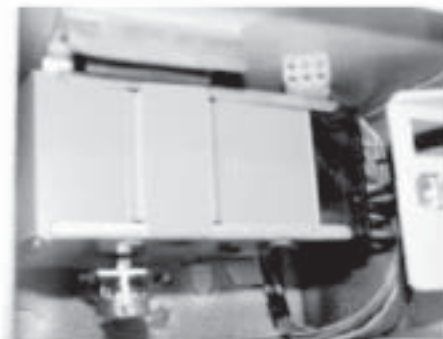


FIGURE 3

Feature connector tucked under timer.



# SERVICE POINTER



**FOR IMMEDIATE ATTENTION OF YOUR SERVICE DEPARTMENT**

☐ LAUNDRY PRODUCTS   ☐ REFRIGERATION PRODUCTS   ☐ KITCHEN PRODUCTS

☒ COMMERCIAL LAUNDRY

**L8178410**  
**November 2003**

**THIS SERVICE POINTER APPLIES TO THE FOLLOWING BRANDS:**



☐ **KitchenAid**



☐ OEM BRANDS

## Rework #S15353 For Commercial Washers and Dryers

**GAS MODELS: CGE2991A\*, CSP2791B\***

**ELECTRIC MODELS: CEE2990A\*, CAE2791A\*, CAE2792A\*, CSP2790B\***

**NOTE: \* denotes that any letters or numerals may follow.**

**Board or Battery Backup Failure,  
Lack of availability of Replacement Control Boards**

### CUSTOMER COMPLAINT:

After a power loss, the washer or dryer control board loses the set-up template and defaults back to factory settings reducing income.

### CAUSE:

Battery backup on the PC board has failed.  
Washer PC board #3357941 and or Dryer PC board #3396010.

### CORRECTION:

The PC board needs to be sent in for repair or rework.

**NOTE:** Only defective PC boards #3357941 and or #3396010 should be sent in on this Special Rework Project. Repairs to other PC boards will not be performed and postage for returning other boards will need to be paid for by the customer.

### PROCEDURE FOR REWORK:

Contact the Whirlpool Parts Department at: 1-800-316-0916 extension 6776, with a request for a PC board rework, mention the Rework Project #S15353. Whirlpool Corporation will notify our vendor about the customer request. An information packet and instructions will be sent to the customer requesting the rework. If more than one board is to be reworked in a single order please notify the parts associate of the amount of boards that will be sent in. Whirlpool Corporation has arranged for an outside vendor (CGI) to replace the battery backup on the failed boards at no charge to the customer. After a new battery has been installed on a customer's PC board, the board will be tested for proper operation. If the PC board functions, the repaired PC board will be returned to the owner, and Whirlpool Corporation will be paying for this service. If the PC board fails to operate correctly, indicating additional repairs will be needed, the customer will be given an option to further repair that board or purchase an in-stock repaired part if available. Whirlpool Corporation will not be responsible for the additional repairs made to a customer's PC board or for the cost of replacement boards.

CGI may be contacted directly at: 1-866-737-2244, select Customer Service from the prompt and ask for the Whirlpool Corporation Rework Project #S15353. CGI's customer service representatives will collect the info needed to issue a rework info-packet to the customer, or click on the link and download the forms at the CL web-site > <http://cltpsc.whirlpoolcorp.com> > then follow the directions on the downloaded pages.

ALL SERVICE POINTERS ONLINE: [http://www.servicematters.com/tech\\_ref/tech\\_ref\\_main.htm](http://www.servicematters.com/tech_ref/tech_ref_main.htm), SERVICE POINTERS  
COMMERCIAL LAUNDRY ONLY: [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), TECHNICAL INFORMATION, SERVICE POINTERS  
To receive pointers by email or FAX, or to edit or delete a current email or Fax from our distribution, see  
[http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe\\_all.html](http://www.whirlpoolcorp.com/cltpsc/feedback/feedbacksubscribe_all.html), or FAX changes to 269-923-5342.

**-- NOTES --**

# ADMINISTRATION

## WHIRLPOOL COMMERCIAL LAUNDRY MODEL & SERIAL NUMBER DESIGNATORS

### MODEL NUMBER

MODEL NUMBER	Y	C	A	P	2	7	6	1	K	Q	0
<b>INTERNATIONAL SALES INDICATOR OR MARKETING CHANNEL</b> Y= CANADA EXCLUSIVE MODEL G=GOVERNMENT ON PREMISE (NO METERCASE)											
<b>PRODUCT GROUP</b> C=COMMERCIAL LAUNDRY											
<b>PRODUCT IDENTIFICATION</b> A=AUTOMATIC WASHER E=ELECTRIC DRYER G=GAS DRYER S=STACK DRYER											
<b>CONTROL CODE</b> E=FULL FEATURE ELECTRONIC CONTROL M= ELECTROMECHANICAL (TIMER) P= BASE ELECTRONIC CONTROL SINGLE UNIT OR ELECTROMECHANICAL PUSHBUTTON STACKED PAIR W= RESOURCE SAVER (HE TOPLOAD)											
<b>FEATURE CODE</b> CABINET WIDTH IN INCHES (29" OR 27")											
<b>FEATURE / VARIATIONS</b> 4= METER CASE OR COINSLIDE EQUIPPED STACK W/O WINDOWS 5=METER CASE AND COINSLIDE/COINBOX EQUIPPED 6= METER CASE SINGLE/ STACK DRYER WITH COINSLIDE OR WINDOWS* 7= CARD READER READY SINGLE/ CARD READER READY OR EQUIPPED STACKED PAIR* 0,9= FULL WIDTH CONSOLE											
<b>FEATURE CODE</b> 0= ELECTRIC 1= SINGLE SPEED OR GAS 2= TWO SPEED											
<b>YEAR OF INTRODUCTION</b> E= 1995, J= 2000, K= 2001, L= 2002, M= 2003											
<b>COLOR CODE</b> Q=WHITE											
<b>ENGINEERING REVISION NUMBER</b> 0= NO REVISIONS 1= REVISION ONE 2= REVISION TWO											

### SERIAL NUMBER

SERIAL NUMBER	C	L	16	02287
MANUFACTURING SITE C=CLYDE, OH (WASHERS) M=MARION, OH (DRYERS)				
YEAR OF MANUFACTURE L=2001, M=2002, N or P=2003				
WEEK OF MANUFACTURE				
PRODUCT SEQUENCE NUMBER				

\*Factory coinslide equipped stack dryers and factory card equipped models have been discontinued starting with 2000 year of introduction.

# Commercial Laundry Parts Only Service Agreement

The **Parts Only Service Agreement** allows a trade partner that purchases at least 200 products per year to submit warranty claims for Commercial Laundry Parts. A completed Warranty Claims Form must be submitted for each product where parts were installed within the warranty period in order to receive reimbursement for the part(s) purchased. Warranty claims can be submitted on-line from the **Commercial Laundry Trade Partner Support Center** for Additional Details consult the **Service Operating Guide** at [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), then WARRANTY CLAIMS, then OPERATING GUIDE.

Submitting Warranty claims for parts used, cuts operational costs and provides vital parts usage information to Whirlpool in order to build a more robust product. For details on obtaining a **Parts Only Service Agreement**, or obtaining warranty service in your area, please contact Whirlpool at 1-800-446-2574, ext. 4268.

✓ **LABOR WARRANTY, MODELS THAT BEGIN WITH GCA, GCE, GCG**

- These models come with a 1-year labor 3-year part warranty. They do not have coinslides or coin boxes, but are considered commercial.

✓ **LABOR WARRANTY, MODELS CAM2752KQ, CEM2750KQ, CGM2751KQ**

- These Whirlpool models come factory coin equipped and if the sale date is after 7/1/2003 they have a 1-year labor and 3-year full parts warranty.

✓ **LABOR WARRANTY, ROPER MODELS RAK2751, REK2950, RGK2951**

- These models come with a 90-day labor & 2-year parts warranty. They have coinslides and coin boxes factory installed

✓ **NO LABOR WARRANTY, MODELS THAT BEGIN WITH CA,CE,CG,CSP**

- Although commercial washers and dryers with models that begin as listed above do not have ANY labor warranty, Whirlpool Corporation policy allows for labor concession within 2 weeks of date of purchase (DOP)

✓ **COIN MECHANISM REPAIRS**

- Whirlpool Corporation Independent Service Contractors are required to handle the repair/replacement of the coin mechanism on commercial laundry products that come factory equipped with coinslides.

**NOTE:** Whirlpool and Roper commercial laundry have units that are coinslide equipped from the factory (see warranty summary). Whirlpool designated servicers must run all service requests. Coin equipment is warranted on products factory coin equipped! For warranty repairs on these products contact Whirlpool at: 1-800-NOBELTS, option 2.

# Top 100 Parts Used in Commercial Laundry

Rank	Part Number	Part Name
1	3360629	GEARCASE
2	3363394	PUMP-WATER
3	3407152	CNTRL-ELEC
4	3407158	SWITCH
5	285805	VALVE
6	3954756	TIMER
7	387868	RING-BAL
8	285671	SWITCH-LID
9	389248	MOTOR-DRVE
10	3351355	SCREW
11	3407149	CNTRL-ELEC
12	63125	TUB-OUTER
13	285792	BASKTDRIVE
14	285753	COUPLING
15	3952720	SWITCH-WL
16	285852	COUPLING
17	3952164	VALVE
18	279737	TIMER
19	8316257	LID
20	3946928	TIMER
21	3949598	READER-CRD
22	3407164	CNTRL-ELEC
23	3950772	SWITCH
24	3360630	GEARCASE
25	3387138	THRMST-FIX
26	3407165	CNTRL-ELEC
27	3360611	RING-TUB
28	279570	LATCH
29	3952709	SWITCH-WL
30	279787	MOTOR-DRVE
31	3363892	PUMP-WATER
32	3402740	CNTRL-ELEC
33	96743	HOSE
34	3350151	AGITATOR
35	279973	CUTOFF-TML
36	285790	LINING
37	8054980	SWITCH-LID
38	383727	GASKET
39	339392	SCREEN
40	387867	CLIP
41	285785	CLUTCH
42	8316437	SWITCH-PB
43	285751	DOG-AGIT
44	3950777	CNTRL-ELEC
45	3955783	TIMER
46	358277	VALVE
47	8524807	TIMER
48	285622	AGITATOR
49	3355023	TIMER
50	80040	DOG-AGIT

Rank	Part Number	Part Name
51	19119	BUMPER
52	3977289	CNTRL-ELEC
53	3355803	HARNS-WIRE
54	3387134	THRMST-FIX
55	285353	RING
56	3387748	ELEMENT
57	3355804	HARNS-WIRE
58	3947411	AGITATOR
59	63849	TUB-OUTER
60	357021	CAPACITOR
61	3358559	VALVE
62	279347	SWITCH-LID
63	356934D	SEAL
64	358684	STRIKE
65	389140	BLOCK
66	3351136	DOOR
67	385421	FUNNEL
68	3391914	THRMST-FIX
69	3951989	BASKET
70	3954764	HARNS-WIRE
71	3362087	SUPPORT
72	62697	RING
73	661570	BELT
74	3387810	SWITCH-A&H
75	63806	RETAINER
76	3394075	SWITCH-PB
77	18776	LOCK
78	3407136	CNTRL-ELEC
79	3389249	NUT
80	8528128	INSERT
81	3390719	FUSE-THRML
82	3390721	SCREEN
83	3390735	SEAL-DOOR
84	3394078	SWITCH-PB
85	3359586	SEAL-TUB
86	3395656	MOTOR-DRVE
87	3357334	SCREW
88	3355807	SWITCH-LID
89	3406797	TOEPNL
90	3407168	SWITCH
91	3407171	SWITCH
92	3352632	SWITCH
93	3351355D	SCREW
94	341241	BELT
95	349241T	SUPPORT
96	358276	VALVE
97	3348552	HOSE
98	3347034	BREAK-VAC
99	3387975	TMR 60 C1
100	388492	SPRING

# ELECTRONIC CLAIMS PROCESSING

Electronic warranty claims processing is available to help streamline and improve claims processing. ServiceBench serves as the collection center for claims submitted electronically and can process Customer, Stock, Rework and Policy Adjust/ Special Authorization and Service Contract claims. Remember that all claims must have the necessary information to pass both ServiceBench's and Whirlpool edits. Please review the Narda format if in question.

On Policy Adjust/Special Authorization: These are claims that a Whirlpool representative has given you authorization to assist in a repair on an out of warranty product. Remember all necessary information that is required on an in warranty document is still necessary to file a Policy Adjustment claim. If your current software package has a field for policy adjustment number please use this field for the 10 to 14 digit number. This number will be reviewed for validity by Whirlpool prior to payment.

We are also allowing for claims that have a 'Special Rework'. This 6-character number must be applied to each claim in the authorization field for review and payment.

Claims submitted electronically must pass through a ServiceBench and a Whirlpool edit process. Warranty claims submitted with inaccurate information will be rejected by ServiceBench's preliminary edit process. Whirlpool Warranty Processing's audit process will reject claims with other inaccurate information i.e. incorrect rates, not enough tech verbiage on repair performed, etc.

Please remember when parts have been used to repair a product, **YOU MUST HAVE THE VALID DISTRIBUTOR NUMBER AND INVOICE NUMBER ON THE INFORMATION THAT IS SUBMITTED.** It is important to remember that all claims, whether submitted electronically or on paper, are subject to the same edit process at Whirlpool. If you are dissatisfied with the results of the edits you should look first to the reject reason, and then to Whirlpool's policies and procedures to determine how to submit valid claims in a way which will ensure that they pass our edits. **ServiceBench does not reject claims - only Whirlpool rejects or pays claims.** Contact the ServiceBench Help Desk for assistance in determining your requirements and ServiceBench's options for initiating the electronic claims submittal process. ServiceBench's Service Dealer Help Desk can be contacted by calling: 877-472-3624 or go to: <http://www.servicebench.com>



# WHIRLPOOL SERVICE COMMUNICATION

**Date: January 24<sup>th</sup> 2003**

**To: All Process Partners and Independent Service Contractors**

**From: Steven Zannos, Director of Field Operations**

**Subject: Warranty and Service Contract Claim submission policy Changes**

The Service Bench claims processing toll has proven to be very successful in shortening the time it takes to process and pay Whirlpool warranty and service contract claims. Reject rates have been reduced from over 10% to less than 3% . . . an 80% improvement. Additionally, the time between claim submission and payment has been reduced from weeks to days. Service Bench has helped improve cash flow for Whirlpool's authorized independent servicers, and provides Whirlpool with critical product warranty data in a timely manner.

In our continuing effort to improve your service business cash flow and provide critical product warranty data in a more timely manner, Whirlpool is instituting a new policy. Effective March 1<sup>st</sup> 2003, all warranty and service contract claims must be submitted 45 days from the service completion date or they will be rejected. In addition to ensuring prompt payment to you, this process will allow Whirlpool to keep our customer and quality information up to date. Our manufacturing and engineering teams use this important quality data to identify and address issues that appear during the warranty period. If you have extenuating circumstances and need more than 45 days; you may contact the Exception Management Team at 888-678-8808. Your local Service Field Team can help identify and address any issues that may be slowing down claims processing and/or payment times.

Whirlpool is also placing a renewed focus on receiving warranty and service contract claims electronically as we have seen the positive impact this process has on both servicers and our company. We are instituting a second new policy, effective March 1<sup>st</sup> 2003; in which all warranty and service contract claims that are not submitted electronically through Service Bench will be charged a \$3 processing fee. Again we will make our Field Team available to help your business get set up with Service Bench and enable this change for the few who have not begun electronic submissions. Our goal is to get you paid quicker and gather critical product and customer data in a more timely manner. To further reduce the time it takes to have cash in hand for the Whirlpool warranty and service contract work you perform, you may choose to use the electronic funds transfer option. To take advantage of this free service, you must register with Service Bench on-line at: [www.servicebench.com](http://www.servicebench.com).

# WARRANTY PARTS CLAIMS CHANGES

Ongoing product improvement is a primary focus of Commercial Laundry. In order to facilitate continuous product improvement more complete information will now be necessary on part warranty claims in order to avoid warranty rejection. The additional information is vital in order to produce higher quality Commercial Laundry products. Commercial Laundry Parts warranty claims beginning April 1, 2002 will be subject to the same warranty edits as a product warranty claim. Each part warranty claim must have the following fields completed:

## NARDA FORM REQUIREMENTS (EXAMPLE A)

Claims submitted to LaPorte Claims Processing Department must have a claim number of at least 7 digits. If more than 7 digits are present, only the last 7 digits will be recognized. If few than 7 digits are present, "zeros" will be added to the beginning of the number. In the case of a NARDA document, the claim number may contain both alpha and numeric with a dash and another character at the end. The last character, called a "check digit" number is either a number or an "&". This character and the dash before it are **not** recognized by LaPorte Claims Processing. Only the 7-digit number before the "dash" is considered the valid NARDA number.

Match the reference numbers below with the corresponding numbers on the NARDA BELOW.

- (1) Type service: **NOTE:** "Special Authorization" must be sent directly to LaPorte Indiana for processing.
- (2) Brand of appliance — Whirlpool, Roper
- (3) Type of product —washer, dryer, etc.
- (4) Complete model number
- (5) Complete serial number
- (6) Consumer information to include complete name, address and phone number
- (7) Date consumer purchased
- (8) Date consumer called for service
- (9) Date you completed repair
- (10) Consumer description of problem
- (12) Complete description of what was wrong with appliance and service performed to repair
- (14) Time started, completed, and total time to repair unit
- (16) Selling dealer, distributor, builder, etc.
- (18) Quantity of part(s) used
- (19) Part number(s) used
- (20) Description of part(s) used
- (21) Failed motor number — See Special Procedures Section of Service Operating Guide (SOG).
- (23) Distributor number. Distributor and store number will be the same for those distributors that do not have a servicer store number. **You must show the FSP distributor number from which you obtained** parts used to repair appliance. Failure to show distributor number may result in your being charged for parts.
- (24) Your Whirlpool assigned Store Number as listed on Service Agreement or distributor number if distributor does not have a servicer store number.
- (29) Invoice number is mandatory. Without an invoice number the claim will be rejected.

## EXAMPLE A

[illegible]

## REQUIREMENTS - NEW OCR NARDA FORM (EXAMPLE B)

Match the reference numbers below with the corresponding numbers on the NARDA BELOW.

- (1) Consumer information to include complete name, address and phone number.
- (2) Brand of appliance — Whirlpool, Roper, etc. (See the parts filmcards for an updated listed of supported brands and model numbers).
- (3) Type of product —washer, dryer, etc.
- (4) Complete Model Number.
- (5) Complete Serial Number.
- (9) Your Whirlpool assigned Store Number as listed on Service Agreement or distributor number if distributor does not have a servicer store number.
- (10) Your account number with the parts distributor.
- (11) Consumer description of problem.
- (13) Purchase date of product.
- (14) Date service call was received.
- (15) Complete description of what was wrong with appliance and service performed to repair.
- (16) Date you completed the repair.
- (18) Distributor number. Distributor and store number will be the same for those distributors that do not have a servicer store number. **You must show the FSP distributor number from which you obtained parts used to repair the appliance. Failure to show a distributor number may result in your payment for the parts and labor being rejected (formerly known as “Servicer State Number”).**
- (20) Check appropriate block.
- (21) **NOTE:** “Special Authorization” must be sent directly to LaPorte Indiana for processing.
- (22) Quantity of part(s) used.
- (23) Part number(s) used.
- (24) Description of part(s) used.
- (25) Parts Total (service contract call).
- (28) Failed motor number — See Special Procedures Section.
- (29) Selling dealer, distributor, builder, etc.
- (30) Consumer signature and date.
- (32) Technician signature and date.
- (33) Invoice number is mandatory. Without an invoice number the claim will be rejected.

[illegible]

## ELECTRONIC CLAIM REQUIREMENTS (EXAMPLE C)

To file warranty claims electronically, register at [www.servicebench.com](http://www.servicebench.com). Parts distributors that also have a Whirlpool Servicer Store number must approve their own pending parts. These companies should file warranty claims using their servicer store number as the logon account. Once claims have been filed, logon using the distributor number. Print a copy of the parts pending file if desired, after approval the screen will delete. Approve all appropriate pending parts.

- (1) Consumer information to include complete name, address and phone number.
- (2) Brand of appliance — Whirlpool, Roper, etc. (See the parts filmcards for an updated listed of supported brands and model numbers). Complete Model and serial number.
- (3) Type of product —washer, dryer, etc.
- (4) Consumer description of problem.
- (5) Complete description of what was wrong with appliance and service performed to repair.
- (6) Purchase date of product, date service call was received and date you completed the repair.
- (7) Authorization number for labor authorized from Whirlpool for outside of the normal warranty
- (8) Distributor number. Distributor and store number will be the same for those distributors that do not have a servicer store number.
- (9) Your account number with the parts distributor.
- (10) Your Whirlpool assigned Store Number as listed on Service Agreement or distributor number if distributor does not have a servicer store number.
- (11) Part quantity and part number installed on the commercial product.
- (12) Invoice number is a required field. Invoice number must be filled in. For a parts distributor without a servicer store number, an "X" will suffice.

# EXAMPLE C

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**Customer Information**

Name (Last, First) \*

Address \*  1

City, State, Zip \*

Home Phone  Work Phone

Model Brand

Model Number \*  2 Serial Number \*  2

Product Description

Purchased From  3 Purchased From City, State

Customer's Complaint \*  4

Purchase Date \*  6

Date Call Received \*

Date Repaired

Explanation of Service Performed \*  5

Authorization Number  7 S40038

Date: 03/12/2002 User: uliemna Company: WHIRLPOOL

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Claim Number:


Account Number:

Claim Status: New

Claim Date: March 11, 2012

Claim Submitted Date:

Amount Approved:



Manufacturer: WHIRLPOOL - Whirlpool Dealer  9

Batch Id  8 Account Number \*

Distributor Number  Document Type

Warranty Type \* Standard Warranty Stock Repair NO

Reference Number \*  Dealer Location Not available

Store Number  10

**Customer Information**

Name (Last, First) \*

Address \*

Date: 03/12/2002 User: uliemna Company: WHIRLPOOL

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Number of Part Lines  4 Distributor Name

Quantity	Part #	Invoice #	Unit Part Cost	Extension	Item	Amount
11					Sub Total Parts	\$0.00
					Total Parts	\$0.00
					Labor	
					Total Labor	\$0.00
					Travel	
					State Tax	
					Local Tax	
					Total Amount	\$0.00

New Comment

New Internal Comment

Date: 03/12/2002 User: uliemna Company: WHIRLPOOL

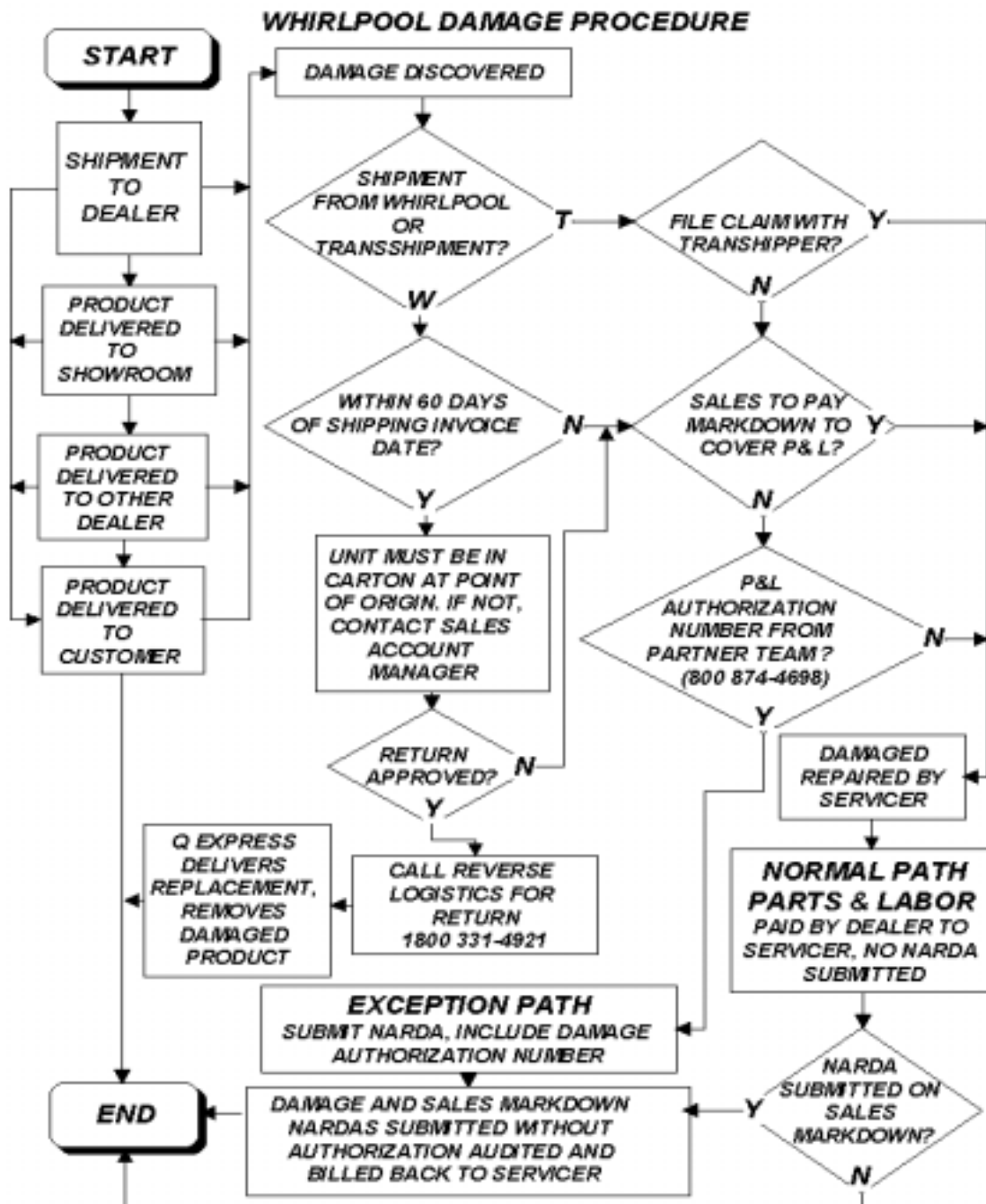


# PRODUCT DAMAGE CLAIM PROCEDURE

**NOTE:** DAMAGE IN GENERAL IS THE RESPONSIBILITY OF THE PRODUCT SHIPPER

NARDA CLAIMS FOR DAMAGE CAN ONLY BE SUBMITTED WITH AN  
AUTHORIZATION FROM THE WHIRLPOOL PARTNER TEAM

1-800- NO-BELTS / OPTION 4



## **COMMERCIAL DRYERS (CORE MANUAL CL-4**

This core job aid covers basic product information and mechanical drive system service procedures for all current commercial dryer platforms including 27" and 29" freestanding, as well as commercial stacked pairs. This program is most effective if used in conjunction with Video Tape, Part #4314542. **(For both new and experienced technicians.)**

LIT4314558 Job Aid \$5.00

LIT4314542V VHS Video Tape \$14.95

## **COMMERCIAL WASHERS (CORE MANUAL) CL-5**

This core job aid covers basic product information and mechanical drive system service procedures for the current direct drive commercial washer platform. This program is most effective if used in conjunction with Video Tape, Part #4321690. **(For both new and experienced technicians.)**

LIT4321689 Job Aid \$5.00

LIT4321690V VHS Video Tape \$14.95

## **EMS1000-2000 COMMERCIAL LAUNDRY SYSTEMS CL-6**

This manual is obsolete. Service information for EMS1000 and EMS2000 have been divided into separate manuals to better serve commercial customers. For service information on EMS 1000, see literature part number 8178137. For service information on EMS 2000, see literature part number 8178138.

LIT4322251 Job Aid \$5.00

## **ADVANTECH™ SERVICE MANUAL CL-7**

This job aid covers all details of the ADVANTECH™ line of commercial electronics including theory of operation, service routines, diagnosis, troubleshooting and component access. Mechanical systems are not part of this manual. For mechanical system service see job aid 4321689 for commercial washers and 4314558 for commercial dryers.

LIT8178077 Job Aid \$5.00

## **DIRECT DRIVE WASHERS L-55**

The objective of this Job Aid is to have the technician become familiar with how the direct drive washer operates, how to disassemble the washer and how to diagnose problems. This Job Aid is most effective when used in conjunction with Video Tape, Part #787929.

LIT787930 Rev. A Job Aid \$5.00

LIT787929V Rev. A VHS Video Tape \$14.95

## **ADVANTECH™ SOFTWARE MANUAL CL-8**

This software manual covers all details of the ADVANTECH™ management software including installation, system requirements, Palm specifications and operation, audits and reporting. Also included with the manual is a complete ADVANTECH™ literature cross reference. Part #8524745 PC User's Assembly contains one 8524743 and one 852477.

LIT8524743 Software Manual \$15.00

LIT8524744 Software CD \$15.00

LIT8524745 PC User's Assembly \$28.00

### **COMMERCIAL RESOURCE SAVER CL-9.**

This job aid covers all details of the Commercial Resource Saver including theory of operation, service routines, diagnosis, troubleshooting and component access.

LIT8178129 Job Aid \$5.00

### **EMS1000 ELECTRONIC CONTROLLED COMMERCIAL LAUNDRY CL-10**

This job aid covers all details of EMS1000 series of Commercial Electronic Laundry including theory of operation, service routines, diagnosis, troubleshooting and component access. For drive system service see job aid 4321689 for commercial washers and 4314558 for commercial dryers.

LIT8178137 Job Aid \$5.00

### **EMS 2000 ELECTRONIC CONTROLLED COMMERCIAL LAUNDRY CL-11**

This job aid covers all details of the EMS 2000 Card reader equipped series of Commercial Electronic Laundry including theory of operation, service routines, diagnosis, troubleshooting and component access. For drive system service see job aid 4321689 for Commercial Washers and 4314558 for Commercial Dryers.

LIT8178138 Job Aid \$5.00

### **LARGE CAPACITY THIN TWIN LAUNDRY SYSTEM L-56**

This Job Aid covers installation, operation, service access and technical information highlights for the Large Capacity Thin Twin Laundry System. This Job Aid is most effective when used in conjunction with Video Tape, Part #4314125. (For technicians with previous laundry service experience.)

LIT4314124 Job Aid \$5.00

LIT4314125V VHS Video Tape \$14.95

### **EMS ELECTRONIC CONTROLLED COMMERCIAL LAUNDRY SERVICE MANUALS**

This manual contains information necessary for servicing the console and associated electronic components on the below models. Mechanical systems are not part of this manual. For mechanical system service see job aid 4321689 for commercial washers and 4314558 for commercial dryers.

Washers CAE2791AW, CAE2792AW

Dryers CEE2990AW, CGE2991AW

Stack Dryers CSP2790BW, CSP2791BW

LIT4321864 Job Aid \$5.00

# **INTERNET SUPPORT**

## **New Users of Whirlpool Webworld**

Go to [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc) and follow the instructions to register as a new user. Use either your servicer store number or sales account number when prompted for an account number. The new password should be a maximum of 8 characters!

The Internet will be the key component in communication to our Valued Commercial Laundry Customers.

## **Commercial Laundry Technical Training**

An Internet based training session schedule is posted on the Trade Partner Support Center Web and shortly on [coinop.com](http://coinop.com). Servicers may participate in 2 ways:

1. Join the live phone teleconference by calling 1 (877) 437-9971, participant code 6169234714. Ask product questions; offer input LIVE during the Internet presentation.
2. While participating in the teleconference, join us at [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), then TRAINING, then TRAINING LOGON..

## **Registration for Internet Training Events**

Register for sales training by choosing one option below:

1. Sending an email to: [byron\\_w\\_hatch@whirlpool.com](mailto:byron_w_hatch@whirlpool.com)
2. Calling 1 (800) 446-2574, extension 4714
3. Submitting a registration form from [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), then TRAINING, then TRAINING REQUEST.

## **Service Updates**

Service Updates for Commercial Laundry are available on the Trade Partner Support Center at [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), then TECHNICAL INFO, then SERVICE UPDATES.

## **Field Training**

Commercial Laundry Field Training may be requested from the Trade Partner Support Center, [www.whirlpoolcorp.com/cltpsc](http://www.whirlpoolcorp.com/cltpsc), then TRAINING or by email or phone as listed here:

1. Sending an email to: [richard\\_f\\_trama@whirlpool.com](mailto:richard_f_trama@whirlpool.com)
2. Calling 1 (800) 446-2574, extension 4268

-- NOTES --

-- NOTES --



**— U.S.A. —**  
**ONE STOP FOR COMMERCIAL LAUNDRY SUPPORT**  
**1-800-NO BELTS**  
**(800 662-3587)**

**Internet Support**

**AUTHORIZED COMMERCIAL LAUNDRY SERVICERS  
&  
ROUTE OPERATORS OR DISTRIBUTORS**  
**Commercial Laundry Link**  
***WWW.WHIRLPOOLWEBWORLD.COM***

**NEW USERS**  
**FOR ACCESS TO THE TRADE PARTNER SUPPORT CENTER GO TO:**  
***WWW.WHIRLPOOLWEBWORLD.COM***

**REGISTER AS A NEW USER AND REQUEST THE COMMERCIAL LAUNDRY LINK, OR  
CALL:**  
***1 800-NO BELTS > OPTION 1***

**TO ORDER LITERATURE OR PRODUCT AND WARRANTY INFORMATION:**  
***1 800-NO BELTS > OPTION 2***  
**or**  
***HTTP://CLTPSC.WHIRLPOOLCORP.COM***

**TO ORDER COMMERCIAL LAUNDRY PRODUCT:**  
***1 800-NO BELTS > OPTION 3***

**FOR WARRANTY CLAIMS STATUS OR PARTS BREAKDOWN INFORMATION:**  
***1 800-NO BELTS > OPTION 4***  
**or**  
***HTTP://CLTPSC.WHIRLPOOLCORP.COM***

**TECHNICAL ASSISTANCE FOR ALL WHIRLPOOL COMMERCIAL LAUNDRY:**  
***Have your store number ready to identify you as an authorized servicer***  
***1 800-NO BELTS > OPTION 5***

***FOR PARTS ORDERS:***  
***1 800-NO BELTS > OPTION 6***

**Refer Consumers to:**  
***WWW.COINOP.COM***

**Contact for the Technical Communications Manager for Whirlpool Commercial Laundry:**  
**1-800-446-2574, Ex. 4268**

